



JOB DESCRIPTION

SERVICE: Skills Development

SECTION: Health Works for Cornwall

JOB TITLE: Claims and Compliance Co-ordinator
(Post identified as requiring
Basic level DBS Disclosure)

RESPONSIBLE TO: Finance & Compliance Manager

FUNDED BY: European Social Fund, Cornwall Council

**SUPERVISORY
RESPONSIBILITY:** None

KEY RELATIONSHIPS:

Internal: Health Works for Cornwall Contract Manager
Health Works for Cornwall contract team
Head of Skills Development Services
People Hub team
Head of Central Services
CDC Finance, Claims and Audit Team
CLLD Programme Manager
Growth and Skills Hub teams

External: Pluss (e.g. Customer Administration Hub and CMS teams)
Supply chain delivery partners
Managing Authorities and Government Departments
Jobcentre Plus
Cornwall Council
Cornwall and Isles of Scilly Local Enterprise Partnership
Other ESF and mainstream employment skills provision
Project Clients and Families

MAIN PURPOSE OF THE JOB:

To ensure the provision of effective project grant claiming for the Health Works for Cornwall project..

To support delivery partners to ensure compliant processes adhered to in relation to financial claims and output submission process and procedures.



To assist with the preparation and related activity for external audits and project visits for all grant funded activity.

KEY TASKS:

Service delivery

- Responsible for assisting with the delivery of the Health Works for Cornwall programme for Cornwall Development Company (CDC), to include collating grant claims, issuing delivery partner claim payments as required, all within grant funding regulations and timescales.
- Responsible for review, collation and submission of the Health Works for Cornwall programme interim and final grant claim, accompanying progress reports and transaction listings, all within grant funding regulations and timescales. Liaising with funders and auditors, as appropriate.
- To assist in ensuring that relevant project areas of the Company / Project website and intranet are maintained.
- To support delivery partners to ensure common pro-formas and templates are established and used across the project.
- To provide advice and support to the Health Works for Cornwall Finance & Compliance Manager and Contract Manager to ensure claims and monitoring is undertaken on a regular basis. Liaising with delivery partners, funders and auditors, as appropriate.
- To ensure the provision of occasional and appropriate administrative support as required across the services/site.
- To establish and maintain a consistent service file management system and protocols
- To co-ordinate dissemination of time critical new information on an ad hoc basis to relevant individuals/groups/services within the company

Relationship management

- Responsible for liaising with deliver partners to ensure that relevant claim sample information is requested, received and uploaded onto eclaims promptly, to ensure timely payment of claims by DWP.
- To develop and preserve good working relationships throughout the supply chain delivery partners, promoting an atmosphere and culture of common goals, confidentiality and trust.

Service development



- To contribute to the development of project procedures in relation to the generation of eligible procurement, staff expenses and other expenditure to ensure all claimed expenditure is incurred and collated within grant funding regulations.
- To contribute to the development and implementation of systems to monitor key project outputs for monitoring purposes and maintain the audit system necessary for European and other funds, as required by the grant funding agencies
- To identify and recommend solutions to problems affecting the quality and compliance of the contract where appropriate.

Technical

- To provide support and advice to project staff in respect of CDC policies and processes relevant to ESF specific funding regimes to ensure audit success of the Health Works for Cornwall programme.
- Responsible for liaising with deliver partners to ensure that relevant claim information is co-ordinated, received by all bodies, and completed to the required standard in order to submit the ESF claim on a quarterly basis within grant funding timescales.

Performance reporting & management

- Attendance as required at all levels of external Audits recovering and presenting evidence as requested to ensure a successful audit outcome is achieved.
- Review grant claim project expenditure (to include purchase invoices, travel expenses, TimeR allocations) to ensure claimed costs are eligible and contain the correct supporting information to be included within the project grant claim.
- To ensure compliance with those aspects of a contract which directly relate to day to day delivery and/or performance by identifying corrective action and measuring progress to its conclusion.
- To effectively compile, process and upload data and accurately enter required information into various data management systems; principally the programme CMS and DWP eclaims portal.
- To maintain all internal files and data in accordance with audit and regulatory requirements and company practices.

Customer feedback



- To address initial minor complaints made by telephone.

KEY RESULT AREAS:

- The timely and accurate collation and submission of quarterly claims and sample information for the Health Works for Cornwall programme.
- Liaison with Deliver Partners to ensure accurate, timely submission of claims, monitoring and management information.
- To support the Health Works for Cornwall Contract Manager, Health Works for Cornwall Compliance & Finance Manager and team on matters of compliance and administration, contributing to the successful and professional delivery of this project.
- To play a critical role in ensuring that the delivery of the Health Works for Cornwall is compliant and accurately administered through the delivery of a comprehensive and effective compliance and administrative function.

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the CDC
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development Policy
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with



you.

Good communication and organisation skills as well as self-motivation and self-confidence will remain essential qualities to fulfil this role.

Date Last Reviewed: Sept 2021

Approved by Manager:

Agreed with Post Holder:

Date Personnel Informed:



PERSON SPECIFICATION

- SERVICE:** Skills Development
- SECTION:** Health Works for Cornwall
- JOB TITLE:** Claims and Compliance Co-ordinator

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Demonstrable current experience of dealing with grant funding bodies to include dealing with grant claim preparation and audit. • Proven experience of submission of interim and final claims to current grant funding body regulations. • Experience of dealing with external audit bodies • Experience of managing information and data • Experience of designing, implementing and developing organisational systems • Experience of developing and improving systems and procedures 	<ul style="list-style-type: none"> • Knowledge of the 2014-2020 European Programme regulations 	<ul style="list-style-type: none"> • Application form/CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Finance qualification or relevant experience at an appropriate level 		<ul style="list-style-type: none"> • Application form • Certification

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Ability to communicate effectively at all levels • Excellent inter-personal and team-working skills • Highly motivated with positive approach • Efficient time management without the need for close supervision and taking a proactive approach. • Appropriate regard for confidential information including the processing of sensitive data. • Self-motivation, commitment and enthusiasm 	<ul style="list-style-type: none"> • Ability to deliver effective training sessions to delivery partner claims staff 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Experience and knowledge of ESF funding regulations • Use and Knowledge of external funders electronic submission for claims, E-claims • Ability to comprehend and interpret funders' regulations • Ability to identify and implement changes to the benefit of the organisation • Computer literate in Microsoft Office products with a good working knowledge of Excel • Strong communication skills. • Team player 	<ul style="list-style-type: none"> • Knowledge of ERP/Oracle financial system • Experience of database operation • Ability to read and interpret financial reports 	<ul style="list-style-type: none"> • Application form • Interview • References



<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent organisational and administrative skills, with ability to prioritise and manage work to meet deadlines • Problem solving and analytical skills and the ability to define and implement solutions • Ability to work in a changing environment 		
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ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Ability to work alone on own initiative, but also as member of a team • Confident in dealing with a range of people and situations at all levels within the Company • Appropriate regard to confidential Company or Service information. • Ability to undertake travel within the county on an occasional basis • Ability and willingness to work occasionally outside normal office hours 	<ul style="list-style-type: none"> • Access to own vehicle 	<ul style="list-style-type: none"> • Application form • Interview