



<b>Job title</b>	<b>CONTRACTS COMPLIANCE AND SUPPORT OFFICER</b>
<b>Hours</b>	37 per week
<b>Salary</b>	£18,000 - £21,000 p.a.
<b>Location</b>	Witton Lodge Community Association
<b>Accountable to</b>	Employment and Skills Development Manager
<b>Post term</b>	Fixed Term (12 months)

### Working relationships

Internal	External
Board members	Voluntary and Community Organisations
Senior managers	Service providers / Strategic partners
Co-workers, staff, volunteers	Funders and commissioners
	Professional advisers and services

### Job Purpose

Monitoring and reporting project(s) and contract(s) performance, ensuring all compliance requirements are adhered to and service quality is maintained. This will involve creating, maintaining, updating systems and processes; working with colleagues to collate and analyse information; and submitting reports to funding bodies, internal colleagues and external stakeholders .

### Key Duties and Responsibilities

- Monitoring contract performance on weekly, monthly and quarterly basis and preparing reports for internal and external stakeholders within given timescales.
- Attending contract review, quality assurance and compliance meetings and understanding contractual agreements.
- Liaising with staff to ensure any funder / compliance requirements are understood and implemented in a timely manner.
- Maintaining good working relationships with funding and regulatory bodies.
- Ensuring that contract information is updated on the relevant IT systems as required
- Creating and maintaining accurate filing systems including electronic and paper based and regularly updating all information – ensuring compliance with OFSTED framework.
- Collating and analysing information, producing and submitting reports within given timescales.
- Monitoring and preparing financial submissions and following-up unpaid payments.
- Escalating /resolving any conflicts between delivery models and contractual obligations.
- Monitoring and reporting on project activities and achievements to the team and management.
- Where required, support colleagues with the delivery of WLCA projects and services.
- Working as part of a team and adhering to all relevant WLCA policies and procedures.

## PERSON SPECIFICATION

### Skills, Experience and Qualifications

Essential	Desirable	Assessment
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Business Administration or equivalent</li> </ul>		Application form
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of monitoring and reporting ESF/ SFA funded contracts</li> <li>• Experience of working on MIS and developing new IT systems to store, record and retrieve appropriate information</li> <li>• Experience of supporting the administration requirement of a demanding business environment</li> <li>• Experience of supporting a project(s) with identified time deadlines, target outputs, outcomes and budget constraints</li> <li>• Analysing complex information and presenting in a simple format.</li> <li>• Working under pressure in a target driven environment and meeting tight deadlines</li> <li>• Experience of preparing reports and presenting information to a wide range of audiences</li> <li>• Experience of building and maintaining working relationships with external partners</li> </ul>		Application form/ Interview
<p><b>Knowledge/ Skills</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Data Protection and Confidentiality policies and procedures</li> <li>• Proven numerical and analytical skills</li> <li>• Excellent report writing skills</li> <li>• Excellent IT skills</li> <li>• Good communication and presentation skills</li> <li>• Good team working skills and able to forge sustaining working relationships with partners and clients</li> <li>• Excellent time management skills</li> </ul>		Interview / Assessment & References

<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• A positive and determined approach to achieving targets</li> <li>• A positive attitude to dealing with a changing environment</li> <li>• Ability to use own initiative and pay close attention to detail</li> <li>• Able to work independently with minimal supervision</li> <li>• Demonstrable commitment to support the values of WLCA</li> <li>• Ability to be flexible when work requires</li> </ul>		<b>Interview/ Assessment &amp; References</b>
<b>Others requirements</b>  Demonstrable commitment to equal opportunities.  Appropriate DBS checks will be required		

### 3. STATEMENT

As a Community Association, WLCA exists to work with and for its communities in Perry Common. Community and accountability are important to us and our work reflects these values. We believe that through our professionalism, dealing with people transparently, honestly, fairly, respectfully and with good humour, we will demonstrate an inclusive approach and excellent service to everyone we work with.

The job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes to and developments in business requirements.

A 6 month probationary period applies to all WLCA appointments, which may be extended at the discretion of the Association. WLCA has a governance framework that includes Financial Standing Orders and Delegated Authorities. If you have budgetary or financial responsibility you are required to follow this framework.

The information being handled by employees of WLCA is considered confidential to the Association. Failure to respect the confidential nature of this information will be regarded as a serious misconduct and will result in action under the Disciplinary Policy including possible dismissal. In the case of computerised information, this could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, clients and visitors.

The Association is committed to Equal Opportunities in employment and access to services. It is our aim to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, nationality or ethnicity. WLCA is responsible under equality and diversity legislation to ensure equality issues are promoted and you are expected to work with WLCA to fulfil these obligations and policies.

Employee Signature:	Date:
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Line Manager Signature:	Date:
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