

Job Title: Compliance Administrator (Fixed term to March 2019)	Pay Grade: £17,500 - £19,500
Normal Place of Work: Hull with travel to other HCUK and partner sites as required.	Line Manager: Team Leader
<p>Role Summary:</p> <p>The post holder will be required to work across the HCUK Training division and will need to demonstrate strong customer service skills to a high standard.</p> <p>The role will be responsible for ensuring the accurate and correct processing of all customer data and materials in line with HCUK contractual obligations and Service Level Agreements across various, changeable contracts.</p> <p>The post holder will liaise professionally with internal teams, external stakeholders and partners, supporting with compliance checks and claims queries in order to make valid claims to our funding bodies.</p> <p>The post holder will be the first point of contact for customers and external stakeholders and must possess the ability to work in a flexible environment dealing with a varied customer base.</p>	

Principal Accountabilities:

1. Collate financial and performance data and any other statistical information as required, from Partner Organisations, internal departments and other relevant bodies.
2. Collation and submission of financial claims as required to appropriate funding bodies and partners as required.
3. Efficient and accurate storage and subsequent timely retrieval of customer data to inform funding body audits and financial/ performance claims.
4. Provide comprehensive management information when required on customer flows, attendance, achievement and progression.
5. Accurately carry out the qualification completion process within the departmental systems in a timely manner.
6. To support the Head of Department and relevant HCUK team members with audits and financial reconciliations.
7. To carry out regular audits of client data to safeguard data integrity as part of a regular sampling plan.
8. Provide first class customer service to learners engaged on any of the training provision offered across HCUK Training by overseeing the reception area.
9. To be the Primary point of contact for all learners and external organisations e.g. Jobcentre Plus, Funding Bodies, Employers and Partner Organisations.
10. Manage the customer engagement process prior commencement of training in order to meet attendance and retention targets within the division.
11. Responsible for all customer file archiving in line with company processes.
12. Continual review of standard operating procedures, ensuring efficiency and continual improvement.
13. Observe Safeguarding and Data Security processes at all times.

14. Responsible for the handling of petty cash, purchase requisitions and the maintenance of supplies within the department.
15. Arrange meetings, circulate agenda items and take comprehensive minutes and other related tasks.

Key Relationships:

The post holder will be expected to develop and maintain good relationships with:

<ul style="list-style-type: none"> • Team Leader, Trainers, Support Staff. 	To ensure robust quality of management information and integrity of data.
<ul style="list-style-type: none"> • HCUK Learners. 	To deliver customer excellence in relation to enrolment, signposting information and support during attendance that meets the individual needs of the learner.
<ul style="list-style-type: none"> • External Stakeholders and Partner Organisations. 	To establish and maintain good relationships with internal and external partners in order to provide multiple opportunities and avenues of support to HCUK learners.

Generic Responsibilities

- To represent and promote the HCUK Resourcing both internally and externally.
- Ensure that HCUK Resourcing and its internal customers receive an excellent customer service experience in all dealings with the service
- To deliver your day to day duties consistently with the service level agreement
- To act as a champion for change and improvement and constantly enhancing quality
- To contribute to the annual quality review of the service and the programme of continuous improvement
- To actively promote and act, at all times, in accordance with HCUK Resourcing policies,
- Promote innovation
- To undertake other duties commensurate with the job level

Person Specification – Compliance Administrator

	Essential	Desirable	How assessed*
QUALIFICATIONS			
English & Maths GCSE Grades A-C or equivalent qualification	✓		AF/Cert
Customer Care Qualification		✓	AF/Cert
IT Qualification Level 2		✓	AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Minimum of 2 years' recent experience of working in a busy education and/or training organisation	✓		AF/IV
Experience of working in a customer facing environment	✓		AF/IV
Ability to work with confidential and sensitive data	✓		AF/IV
Accurate record keeping	✓		AF/IV
Experience of taking minutes		✓	AF/IV
Knowledge and understanding of the Data Protection Act	✓		AF/IV
Knowledge of different government funding streams		✓	AF/IV
Understanding of compliance and quality frameworks		✓	AF/IV
SKILLS AND ABILITIES			
Competent in the use of spread sheets and database processes	✓		AF/IV
Able to compile complex data accurately and at speed		✓	
Proficient in the use of e-mail and the internet	✓		AF/IV
Excellent interpersonal and networking skills	✓		AF/IV
Ability to deal with new concepts, particularly IT Applications	✓		AF/IV
Excellent oral and written communication skills	✓		AF/IV
Ability to meet deadlines and work under pressure	✓		AF/IV
Professional and responsive attitude and behaviour towards colleagues and clients	✓		AF/IV
Highly organised and capable of prioritising work	✓		AF/IV
Ability to work calmly in challenging situations	✓		AF/IV
Ability to motivate and develop self	✓		AF/IV
Hold Driving License and Access to Transport		✓	AF/IV
Ability to travel between all of the Group's sites	✓		AF/IV
Ability to work flexibly, including evening and weekend working	✓		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form
 AT = Skill assessed via test/work-related task

IV = Skill assessed via interview
 Cert = Certificate checked at interview