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**Job Description**

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| **Job title:** | Contract Administrator |
| **Contract Type:** | The role will be FT up until June 2022 |
| **Salary:** | £18,000/ £20,000 pending experience |
| **Location:** | Home based at present due to COVID-19- this may change pending on circumstances |
| **Responsible to:** | Employment Services Manager/ DWP & JCP Lead |
| **Responsible for:** | Receiving and taking referrals for our national DPS contracts, supporting to ensure data is recorded correctly on all systems and proving ongoing feedback to the team and managers. Checking compliance and supporting communication with JCP/DWP. This may also involve supporting across other contracts |

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| **Job purpose**  To Support the team in ensuring we hit our DPS contractual obligations. You will be the first point of contact for all DPS enquiries, including taking referrals from JCPs. You will be responsible for recording all referrals on our systems and ensuring work coaches are aware of all referrals. You will support in the management of data, including running reports and giving regular updates on performance. You will also support with the tracking of participants and collecting job evidence . Supporting any other work needed for the smooth running of contracts    **•Supporting with Tracking and monitoring of customers for 13 weeks after contract end date and once in work recording all data**  **• Attend Team Meetings and keep minutes #**  **• Support with training new staff on Cogni** |

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| **MAIN DUTIES** | |
|  | Be aware and up to date of all DPS contracts, as you are the point of contact for all DPS enquiries. |
|  | Take all referrals and input into Cogni and ensure all work coaches are aware referrals. Monitor referrals levels by running Cogni reports for all contracts and feedback to Service manager and work coaches– highlight any concerns if referrals have not been contacted |
|  | Monitor starts on contracts via cogni and feedback to SM & WC |
|  | Ensure compliance is completed and reports are sent to SM every Friday. In their absence send reports directly to DWP |
|  | Monitor Job outcomes  Monitor those participants in work for 4 weeks and support with gaining evidence |
|  | Supporting with Tracking and monitoring of customers for 13 weeks after contract end date |
|  | Facilitate Team Meetings and keep minutes |
|  | Support Staff with Cogni issues/ training |
|  | To ensure systems are in place to gather all required information to meet external and internal contract conditions and to ensure the information flow is timely with any appropriate actions being taken |
|  | To assist in the preparation of project reviews, reports, project audits |
|  | To provide administrative support to the Work Coaches |
|  | To ensure all contract information is accurate, appropriately filed, current and available for those who need to access it complying with GDPR regulations and policies |
|  | Use a variety of software packages such as Microsoft Word, Outlook, Excel, Access etc. to produce correspondence, records, spreadsheets and databases |
|  | To establish effective working relationships with the Work Coaches and to support the delivery of a high quality service in line with good IPS Fidelity/ DWP |
|  | Support on the delivery of the understanding and adhering to the terms of the contract requirements, delivering and exceeding expectations, anticipating and pro-actively suggesting change and improvement |
|  | Any other duties required for the DPS contracts and other Landau Contracts |
|  | Organise and prioritise own time and responsibilities effectively |
|  | Act in a professional manner at all times, ensuring that Landau is presented in a positive manner. |

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| **OTHER** | |
| **1.** | Work in collaboration with all staff teams across Landau to ensure effective cross-working to meet the objectives of the charity |
| **2.** | To contribute to team and departmental meetings as required |
| **3.** | To promote the charity in a positive and professional manner |
| **4.** | To provide support to organisational staff and the Charity Manager as required |
| **5.** | Work in collaboration with all staff teams across Landau to ensure effective cross-working to meet the objectives of the charity |

Post holder may be required from time to time to undertake other duties, not specifically mentioned in this job description, but within levels of their salary scale. On occasion there may be travel and work in unsocial hours

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| **Prepared By:** | Nicki Ulloa |
| **Date:** | November 2020 |

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company’s business.

**Person specification**

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| **Job title: Employment Specialist** (**E = Essential D = Desirable**) SKILLS AND CORE COMPETENCIES |
| **Technical competency (qualifications and training)**   Suitable general qualifications - E   Maths and English at level 2 minimum – E   Good IT skills and ability to use Microsoft Office suite – E   Some knowledge of databases - D |
| **Experience**   Experience of administration - E   Experience working with people, providing good customer service - D   Experiencing of meeting deadlines and prioritising own work – D   Experience of working with regulations, guidance and within a set of rules - D   Working flexibly to meet demand- D |
| **Skills and Attributes**   Ability to work accurately with close attention to detail – E   Well organised and efficient – E   Ability to undertake essential administrative or reporting tasks – E |