

**Northumberland County Council
JOB DESCRIPTION**

Post Title: Performance and Finance Monitoring Officer	Director/Service/Sector: Planning, Economy and Housing – Economic and Inclusion Policy	Office Use
Grade: 5	Workplace: County Hall, Morpeth	JE ref: 3308
Responsible to: Project Manager	Date: 28/06/2017	HRMS ref:

Job Purpose:

- To provide project performance and financial monitoring data and reports for internal and external reporting.
- To carry out in-depth data analysis and output profiling to inform project management.
- To be the single point of contact for the Management Information System, providing support to all team members.
- To create, manage and monitor financial systems, processes and transactions in compliance with European Social Fund requirements.
- To provide comprehensive administrative support to the project management team and a large delivery team (of 17 staff), including administrative support staff.

This post is part funded via the European Social Fund as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England and relates to the North East Combined Authority North East Mental Health Trailblazer Project.

Resources	Staff	One staff member
	Finance	Handling cheques, invoices and petty cash. Accounting for expenditure against allocated budgets. Preparing claim documents and evidence for spend in line with European Social Fund requirements. Managing and operating cash and voucher systems to allow payments and/or refunds to staff and clients. Managing financial imprest accounts for the team of outreach staff, undertaking relevant monitoring and reporting process directly to team management and ESF budget leads.
	Physical	Careful use of PC. Shared responsibility for office equipment. Handling and processing significant bodies of corporate and highly sensitive personal data. Leading procurement activity on items up to the value of £5k to the requirements of NCC and ESF standards. Ordering, stock control and accounting of expenditure against specified budgets.
	Clients	Direct responsibility for external client and partner communication, including direct contact with external organisations.

Duties and key result areas:

1. Manage and maintain all data recorded on the project Management Information System (MIS), providing performance information reports in a range of formats.
2. Provide analytical performance reports using project performance data to inform project target profiles and using re-profiling methodologies. Provide detailed performance reports for a range of audiences.
3. Act as the central point of contact for the MIS and data enquiries, ensuring records are entered and updated accurately and within timescale, providing support to the team to operate the system accurately and efficiently.
4. Provide performance information and analysis for European Social Fund (ESF) claims, ensuring compliance with ESF guidance and the funding agreement.
5. Ensure data and financial records fully meet audit and data protection requirements to minimise risk to NCC. Arrange project audits, prepare audit information and respond to audit queries as required.
6. Contribute to budget and project planning processes, ensuring budget records, spreadsheets and financial returns are accurate and compliant with ESF standards and verification requirements.
7. Ensure financial processes and procedures meet funding compliance requirements and NCC accounting and financial regulations.
8. Process accounts and invoices for payment, reconcile errors and omissions and liaise with suppliers as necessary.
9. Manage processes for procurement of venues, training and other items as required, ensuring compliance with ESF and NCC procurement procedures.
10. Provide administrative support for project performance reviews, budget meetings, cluster groups, steering groups and other meetings (both internal and external) as required.
11. Provide general administrative and financial support to all team members and manage staff leave arrangements for a team of 21 outreach workers, monitoring peak leave periods and organising staff cover as necessary.
12. Act as the central point of contact for the project for queries and information requests from partner organisations and members of the public by telephone and email. Provide support to the lead performance officer and project manager in all day to day tasks and duties, deputising as required.
13. Other roles and responsibilities commensurate with the post.

Work Arrangements	
Transport requirements: Working patterns:	Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training, take notes at meetings etc. 37 hours per week, day work.

PERSON SPECIFICATION

Post Title: Finance and Administrative Assistant		Director/Service/Sector:		Ref:	
Essential		Desirable		Assess by	
Qualifications and Knowledge					
A good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in an Administration, Finance or Business discipline Level 4 qualification in ICT or equivalent Excellent knowledge of MIS systems, programme databases and client tracking software Excellent knowledge of administrative systems, customer relationship management tools and funding claims procedures In-depth knowledge of IT systems in a networked environment		NVQ Level 4 or equivalent in a business related discipline. Understand the principles of continuous improvement to enable the service to maintain national quality standards			
Experience					
Significant experience of using MIS systems or databases Significant experience of data analysis and manipulation Significant experience of target setting and project profiling methodologies Significant experience in management information report writing and design, and producing detailed performance reports in a range of formats Significant experience of a broad range of administrative support tasks and procedures Experience of dealing directly with enquiries from internal and external sources Experience of handling telephone enquiries and dealing with the general public Experience of client tracking systems and recording customer relationship management tools		Experience of administratively supporting a multi-disciplined team Experience of training and supporting other staff on MIS systems			
Skills and competencies					
Writes clearly, succinctly and correctly. Good interpersonal and communication skills Good communication skills, verbally and through IT Proven ability to work quickly and accurately on MIS systems Ability to work accurately and quickly with attention to detail, particularly in data recording and manipulation		Advanced skills in Microsoft Office or Google. Ability to type/word process correspondence and reports			

<p>Ability to use financial monitoring packages Ability to organise work and identify priorities to meet tight deadlines. Skilled in using Microsoft Office and Google applications</p>		
Physical, mental, emotional and environmental demands		
<p>Usually works in a seated position, largely with computers. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Ability to work under pressure and meet tight deadlines for protracted periods of time Contact with the public may result in some emotional demands. Able to cope with a target driven environment where results are monitored closely</p>		
Motivation		
<p>A commitment to providing a quality administrative support service. Dependable, reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Displays and encourages high standards of honesty, integrity, openness and respect for others Helps managers to create a positive work culture in which diverse individual contributions and perspectives are valued. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Proactive and achievement orientated Adapts to change by adopting a flexible and cooperative attitude Able to work with a mentor but with only general direct supervision.</p>	<p>An appreciation of a corporate orientation and addressing issues from a corporate perspective</p>	
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits