

JOB DESCRIPTION:

Contracts & Compliance Officer

PURPOSE OF JOB (duties may be shared or split with others sharing the same Job Description to provide range and consistency of cover across different projects)

Reporting directly to the Contracts & Compliance Manager, the primary purpose of this post is to:

1. Provide a welcoming and professional telephony Gateway Service as the first point of contact with callers in dealing with general and specific enquiries about the Support Programmes available.
2. Log client details onto the database and identify preliminary client needs and eligibility through an initial 'light-touch' diagnostic.
3. Provide a wide variety of project & administrative support, as requested ensuring that documentation is obtained and processed in accordance to company and funding requirements.

PRINCIPAL DUTIES AND RESPONSIBILITIES (allocation of individual duties/tasks is at the discretion of the Finance Contract Controller & Contract & Compliance Manager):

1. Deal effectively with all incoming telephony enquiries from clients/potential clients giving appropriate & relevant information and/or taking messages and referring to appropriate programme staff in a timely manner.
2. Log client/potential client details and their initial needs (identified through a light-touch diagnostic), and refer to appropriate NBSL staff.
3. Effectively administer the allocated requirements of the funded programmes (including evidence checks, raising funding contracts, processing grants, logging and apportioning all project spend, preparing and logging defrayal information where appropriate).
4. As allocated, chase outstanding evidence and maintain required audit trails.
5. Log & update the Company & Funder MI systems database in an accurate & timely manner.
6. Check, collate and file evidence for claims and invoicing purposes ensuring compliance with funding legislation (including procurement evidence).
7. Develop & maintain knowledge & understanding of the processes, procedures and current relevant governmental/ European contract legislation/ guidance.
8. Handle enquiries from external providers and SMEs on the programme.
9. Assist in the sourcing of information using various methods such internet, contacting training providers, suppliers, etc.
10. Assist Management as requested in the submission of Funding Claims.
11. Ensure all distributed materials are up to date and 'displayed' correctly (posters, flyers, websites etc) with the correct branding/funding logos.
12. Undertake general financial administration duties as requested to include filing, photocopying, faxing, purchase orders, contracts and quotes. Handle telephone calls and enquiries from external suppliers, providers and beneficiaries.
13. As needed, prepare documents, mail merges, purchase orders, contracts and quotes.
14. Maintain the highest standard of professional conduct at all times with customers, colleagues and other business networks/partnerships and to make a contribution to developing and improving customer services.
15. To undertake such other duties and responsibilities as are specified by the Company as required are commensurate with the level of the post.
16. Ensure up-to-date knowledge of the contents of the Company Handbook, comply with all policies, procedures and standards. Maintain Continuous Professional Development log of all training/ events attended.
17. This post is part funded through various public & EU funded projects. Allocation to projects will be determined by the SMT. Where necessary, time Sheets must be kept clearly allocating actual time spent on each project.
18. The post holder may be expected to be available outside normal office hours.