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JOB ROLE

**Family Matters**

**Progression Officer**

**Job Description and Person Specification**

**Job Summary**

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| Job Title | Family Matters Progression Officer |
| Post Number | 110 |
| Job Purpose | We are looking for a Progression officer to join our small Programme Management Team. The ideal candidate will have experience of ESF/ERDF/DWP and will be comfortable ensuring compliance with the funder’s requirements. To support our partnership delivery team with the progression of participant journeys and to support the Partnership Manager and Compliance Officers to provide effective programme reporting to the Directors and the programme funders |
| Responsible To | BBO Partnership Manager |
| Salary | £23,541 pro rata    This post is funded by The National Lottery Community Fund and ESF Building Better Opportunities |
| Type Of Contract | Fixed term until September 2022 |
| Hours Of Work | 16 hours per week.  Flexibility surrounding working hours and days to be discussed. |
| Benefits | 28 days holiday pro rata (+ bank holidays), flexible working scheme, pension scheme |
| Start date | TBC |
| Location | Brierley Hill/remote working with frequent travel across all areas of the Black Country. |
| Responsible For | FM Delivery Group, sub-contractors |

**Job Description**

To develop monitoring and compliance systems, processes and procedures to ensure effective management and reporting of the programme’s results and outcomes in line with the organisation’s needs.

To work closely and collaboratively with all delivery partners and any additional subcontractors or service providers to ensure their understanding of, and adherence to, their schedule of deliverables and associated key dates for submission of evidence.

To provide regular reports including quantitative and qualitative data against agreed programme deliverables and to provide the Family Matters Programme Management Team with understanding and insight into the strengths and challenges of respective partners.

To support the Partnership Manager in arranging and delivering regular monitoring meeting with each Family Matters delivery partner and reviewing monitoring information and submissions.

To monitor the progress of each partner and their participants through visits and regular contact.

To offer advice and capacity-building to partners to enable them to meet their outcome responsibilities.

To support the Family Matters Programme Manager with undertaking formal performance monitoring meetings at the delivery partner’s premises.

To identify and nurture good practice, and share this across the programme.

To highlight any potential concerns, risks or issues to the Partnership Manager and to support work to mitigate or avoid them.

To support any compliance and audit process the Family Matters team are required to undertake.

To ensure anticipated delivery in terms of outcomes, evidence of spend, and ensuring management information systems are used effectively.

To develop a framework for collecting and evaluating customer feedback and where appropriate make recommendations on areas for improvement.

To work alongside the FM Compliance Officers to ensure all necessary monitoring information is provided in a timely manner.

To attend all meetings, or similar undertakings, which are reasonably deemed to be relevant to the fulfilment of the demands and responsibilities of this role.

To carry out any other duties which are reasonably deemed to be consistent with the demands and responsibilities of this role.

**Additional Responsibilities**

In addition to the above generic responsibilities include:

To carry out all responsibilities with regard to BCT’s Equalities policy and procedures.

To comply with all Health & Safety at work requirements laid down by BCT.

BCT is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and may be amended from time to time in the light of the changing needs of BCT through appropriate processes of consultation and the mutual agreement of both parties.

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** | **How**  **Identified** |
| **Qualifications/**  **Training** | Evidence of continuing professional development |  | Application. |
| **Experience & Attributes** | Experience of working in a complex partnership  High standard of communication, presentation and interpersonal skills  Ability to work under pressure and meet deadlines Ability to apply discretion in sensitive issues, and maintain confidentiality at all times  Ability to plan, manage and monitor projects. Ability to analyse, interpret and assimilate complex data and issues  A demonstrable track record of delivering outcomes that require collaborative approaches across organisations  A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders | Experience of operating in a similar sector | Application and interview |
| **Specialist Knowledge** | Understanding of ESF project delivery and monitoring | Understanding of the Building Better Opportunities Project | Application and interview |
| **Disposition** | Ability to work as part of a team, as well as on own initiative  Skilled facilitator and enabler  Ability to manage multiple priorities and plan workload  Ability to anticipate issues and respond in a timely fashion  Ability to act corporately and recognise the implications of actions and decisions across the programme  Ability to work to tight deadlines often in pressurised situations  Ability to gain credibility amongst managers, colleagues and partners  Ability to apply discretion in sensitive issues, and maintain confidentiality at all times |  | Application, interview and references. |

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| **Personal Circumstances** | Ability to work flexible hours  Ability to travel | Driver with access to reliable vehicle covered for business use. | | Application and interview. |
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