

JOB DESCRIPTION

Job Title	Claims Assistant
Salary Band	SCP 16-19
Reporting To	Implementation Support Officer
Political Restriction	Yes
Contract	1: Fixed Term until 31 st March 2022 2: Fixed Term until 30 th September 2022

1. Primary Purpose of the Post

The Liverpool City Region Combined Authority is growing a team of exceptional individuals to deliver our vision for an inclusive, globally competitive city region at the heart of the Northern Powerhouse. This is an exciting time for us, having successfully negotiated and implemented a Devolution Agreement with Government, including electing the City Region's first ever Metro Mayor. Devolution brings real, local policymaking and investment powers. This role will help to deliver the agenda of the future for people and employers within the City Region.

This role sits within the Skills and Apprenticeship Hub, which has been designed to streamline and centralise skills advice and support across the Liverpool City Region in line with the Combined Authority's One Front Door approach. The team's work includes promoting apprenticeships, supporting individuals to understand and engage with apprenticeships and the wider skills offer and helping employers to reskill for future jobs and opportunities. The successful candidate will be confident working with our delivery partners, employers, learners, education providers and compliance teams as we put in place support to narrow historic skills gaps.

Team members should have a determination to deliver for the people of the Liverpool City Region.

This post is fixed term and funded by the European Social Fund and the Strategic Investment Fund.

2. Key Role Specific Responsibilities

The following is not a comprehensive list of all tasks, which may be required of the post holder:

- To work alongside the wider Skills and Apprenticeship Hub team to deliver the aims and ambitions of the Skills and Apprenticeship Hub, ensuring compliance with funding body performance management arrangements.
- To provide high-quality support to the Skills and Apprenticeship Hub, supporting the ESF and SIF claims process.
- To use Agresso, LCRCA's Financial and Purchase Ordering system.
- To work with team members to ensure that documentation, record keeping, and financial accounting is maintained.
- To collate information, data and intelligence as directed by the Skills and Apprenticeship Hub Manager to help draft briefing papers and progress reports
- To provide excellent customer service to internal and external stakeholders, responding to queries and signposting where appropriate.

3. General Corporate Responsibilities

- To support the implementation of the City Region's Devolution agreement and wider strategic priorities.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve effectiveness and efficiency of service delivery.
- To work as a key part of the Strategic Delivery Directorate in contributing to the corporate management of the strategic risks facing the Liverpool City Region Combined Authority.
- To support the achievement of corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities and is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

SERVICE AREA: Liverpool City Region Combined Authority
Strategic Delivery Directorate

JOB TITLE: Claims Assistant

GRADE: SCP 16-19

Note to Applicants. Essential criteria are marked with *. All other criteria are desirable.

	CRITERIA	METHODS OF ASSESSMENT
Qualifications and Training	1. We do not require any specific formal training. We are looking for a candidate with the right attitude and skillset to support the team.	A
Experience & Knowledge	2. Experience of operating effectively and collaboratively as part of a team *	A,I
	3. Experience of building effective working relationships with others, both within and outside an organisation *	A,I
	4. Experience of using Microsoft Office packages including Word, Excel and Outlook would be essential in this role*	A,I
	5. Experience of working within a finance administration role may be an advantage	A, I
	6. An understanding of funding sources specifically ESF may be an advantage	A, I
	7. Experience of using a Purchase Order system.	A, I
	8. Experience of collating outputs and outcomes.	A, I
Skills/Abilities	9. Strong organisational skills and an ability to prioritise and manage the needs of a team of colleagues *	A, I
	10. Good verbal communication and interpersonal skills *	A,I
	11. Ability to pay attention to detail *	A,I
	12. Good literacy and numeracy skills *	A,I
Commitment	13. A commitment to providing a high-quality customer service and ensuring service standards are met	A,I
	14. Commitment to and understanding of equal opportunities	A,I

Key to Assessment Methods:

I - Interview P - Presentation A - Application E - Exercise T - Test AC - Assessment