



Role Specification

Position: Data Compliance & ILR Coordinator (PT)
Reports to: Data Compliance & ILR Manager
Key Relationships: Directors & ETF group¹ staff
Local Authority SEN team, ESFA, JCP/DWP
Partner Agencies, Schools, Colleges & Employers

Key Objectives:

1. Coordinate Eat That Frog Group's management information systems, for all data needs (contracts, sub-contracts and internal data alike).
2. Support administration for exams and registrations with awarding bodies.
3. Provide reports to ensure progress against key performance indicators is tracked, to inform business decisions (Enquiries, Membership, Recruitment, Retention, Achievement, Progressions, Employer engagement, Employer needs, Ofsted needs)
4. Ensure compliance with contract requirements, legislation and company policies
5. Support budget and corporate financial recording

Responsibilities:

Management Information Systems

- coordinate the operations of learner, customer, employer, staff (Personnel) and partner records ensuring compliance with contracts, audit, Ofsted, Matrix and information commissioner registration.
- Create and maintain physical storage, and electronic systems for current administrative work and archived work, compliant with contract and legislative requirements (data protection, freedom of information, GDPR etc).
- Support administration and compliance for exams and registrations with awarding organisations, acting as a main contact for some awarding organisations.
- Produce and submit external funding and statistical returns for external agencies/funding bodies as required and ensuring all necessary returns are submitted in advance of required deadlines.
- Support the Data Compliance & ILR Manager to review and develop data collection processes ensuring robust, complete and timely collection to meet Eat That Frog Group's needs.
- Ensure that clear and consistent processes and procedures are in place for supporting enquiry, enrolment, registration, examination entry, recording of achievements and destinations as well as employer/stakeholder records and employee (Personnel) records.
- Ensure evidence is appropriate, accurate and complete, implementing data integrity checks to ensure accuracy and reliability of all systems for funding bodies.
- Audit internal systems to ensure compliance, ensure pre/post audit requirements are identified and delivered for external audits.
- Support maintenance of corporate stakeholder list and marketing CRM data (customers, employers, funders, partners, staff, etc).

¹ ETF Group represents companies wholly or partly owned/controlled by Eat That Frog C.I.C.

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- Support annual SAR collection and ongoing maintenance of data relating to Fat That Frog Group's offer, including provision, fees and timetable records.
- Develop and maintain excellent working knowledge of all appropriate funding rules and updates to methodologies and audit guidance, and ensure that staff are advised of changes and receive training on appropriate funding rules.
- Provide MIS information as required to support planning and decision making and in relation to Performance Review process, Self-Assessment and Inspection and Monitoring visits.
- In association with the your manager and the board of directors, establish and monitor goals, objectives and operating procedures and communication of guidance to own teams.
- Assist staff (internal and where appropriate external) in using information systems with training on administration, customer service, MIS systems, funding and audit as required.
- Maintain a development plan with actions to ensure continual improvement for your area of work, providing tracking and performance management reports against contract/areas of work on a regular basis (weekly/monthly/yearly).
- Attend regional meetings and conferences within a network of professional contacts as required and deputise for management when required.

Finance

- Provide accurate and timely information to finance staff to produce claims and invoices as appropriate
- If appropriate maintain petty cash systems and financial controls in line with company financial requirements for your area of responsibility.

General

- Undertake staff supervision and management for your area of responsibility including the recruitment and selection of staff.
- Assist with gaining and maintaining the IIP, MATRIX and other standards within ETF group.
- Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding and the promotion of Equal Opportunities at all times.
- Travel as required for business to support other ETF establishments to meet other business needs.
- Maintain and promote your workplace as a clean and healthy environment.
- Undertake any other duties required by senior management.

Safeguarding

ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment.

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Person Specification	Essential	Desirable
Qualifications		
Appropriate Level 3 vocational qualification	✓	
Literacy/Numeracy level 2 or equivalent	✓	
First Aid at Work		✓
Health & Safety level 3		✓
Skills & Experience		
Experience managing data systems (E.g. ILR tools, Recruitment software, or similar)	✓	
Experience of audit and compliance management	✓	
Ability to work within financial budget controls	✓	
Experience of supervision/management of staff teams		✓
Experience of delivering staff training		✓
Experience of working to company policies	✓	
Demonstrate an ability to maintain accurate records and administration	✓	
Excellent, organisational, presentation and communication skills	✓	
Excellent time management and project management skills	✓	
Excellent ICT skills, particularly Excel/Access and MS Office	✓	
Expert knowledge of ESFA funding and the ILR tool	✓	
Understanding of relational databases	✓	
Ability to meet legal requirements, with a current understanding of health and safety legislation	✓	
Personal & Work related attributes		
Creative thinker	✓	
Demonstrate positive attitude and interest	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate a good level of spoken English	✓	
Work calmly under pressure	✓	
"Can-do" self motivated attitude	✓	
Work under own initiative and able to take instruction	✓	
Work flexibly to fulfil the role requirements	✓	
Committed to equality of opportunity	✓	

Role information

This role is subject to an enhanced DBS check with a 6 month probationary period.

Annual Leave	28 days inclusive of statutory bank holidays (pro rata)
Place of Work	Torquay
Hours	15 per week
Shift Pattern	to be arranged
Salary Band	£18,000 to £25,000 pro rata depending on skills and experience