

Role Profile

Job Title: Administration & Claims Assistant (Kickstart)

Location: Liskeard

Hours: 25 hours per week (to be worked flexibly including evening & weekends to suit the needs of the business/team)

Salary: Real Living Wage

This Kickstart placement is for 6 months.

About Real Ideas

At Real Ideas we believe in a better and fairer world; where society values more than just money, where learning is exciting, relevant and opens a lifetime of opportunities, and where people can connect and be part of something meaningful that helps them move forward in life. In short, we exist to make positive social change.

The impact of our work is varied and wide reaching. We create social impact through delivering high quality, customer-focused experiences; from learning and professional support and development through to arts and entertainment, engaging with thousands of people every year. We make a positive difference in key places and communities through the buildings we develop and the regeneration we create around them.

Creating a welcoming environment with excellent food, great spaces and a stimulating programme is vital to our success.

We have a vision for what a better future could look like, but there's no point us going alone; the only way forward is together. That's where you come in.

Kickstart

[Kickstart](#) is the Government's £2 billion scheme to support 16-24 year olds through providing hundreds of thousands of work placements for young people on Universal Credit who are deemed to be at risk of long-term unemployment.

To be considered for this role you will need to have been directed to us by the Department of Work & Pensions (DWP).

Job Purpose

Within this role you will work closely with the Operations Team and Finance, Reporting and Claims Team to assist with the coordination of Kickstart placements, to include acting as a point of contact for employers for contract administration and Kickstart queries.

Main duties and responsibilities:

- Assisting the Finance Manager with financial reconciliations of the Kickstart programme.
- Liaising with the Finance Team to support prompt payment of contracts.
- Maintaining relationships with organisations and individuals participating in the Kickstart scheme.
- Reviewing and collating contract documents received from participating organisation.
- Supporting the Progression Coach to ensure information for new Kickstart placements are circulated on the Opportunities Bank.
- Responsible for maintaining effective administration support for the Kickstart scheme.
- Fielding general enquiries and ensuring specific enquiries are signposted to the correct areas of Kickstart support.
- General filing and office duties.

Real Ideas wide responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes to provide more value for customers and members.
- To adhere to and uphold Real Ideas' social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To proactively and effectively use all Real Ideas reporting and other systems.
- A flexible approach is required for the role. Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of a multi-disciplined team. In Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners, to clients and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Qualifications	Level 2 (or equivalent) Maths and English	CV
Behaviours	Adaptability Looking at your ability to adapt to change	Interview
	Culture Fit Do you share our beliefs/values and bring about diversity within Real Ideas?	Interview
	Collaboration Can you collaborate effectively and work well with others?	Interview
	Growth Potential Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	Interview
	Prioritisation Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.	Interview

Experience	<ul style="list-style-type: none">• Experience of collating data• Working in a team• File management/organising documents	CV/Application
Knowledge	<ul style="list-style-type: none">• Awareness and understanding of the need for confidentiality when collating and sharing commercially sensitive data• Knowledge of Customer Relationship Management systems (CRMs) and Information Management Systems (IMS)	CV/Application
Skills	<ul style="list-style-type: none">• Strong attention to detail• Ability to work to tight deadlines and produce clear outcomes• Teamwork, collaboration and co-production• Commitment to excellent customer service• Work flexibly and prioritise tasks• Ability to communicate at variety of levels• Proficient in the use of IT including web-based applications, Microsoft Word and Excel	CV/Application
Other	<ul style="list-style-type: none">• Willingness to travel• Strong commitment to equality of opportunity and inclusion• Ability to effectively utilise client management systems	CV/Application