



<b>JOB TITLE</b>	Claims and Project Coordination Administrator
<b>WORKING BASE</b>	Plymouth/Liskeard
<b>HOURS</b>	35 hrs per week
<b>SALARY</b>	Starting from £16,000 p.a.
<b>CONTRACT</b>	Fixed Term until 30 <sup>th</sup> November 2019

**PLEASE NOTE, WE DO NOT ACCEPT CVS FOR THIS POSITION  
TO APPLY, EMAIL [JOBS@REALIDEAS.ORG](mailto:JOBS@REALIDEAS.ORG) AND REQUEST AN APPLICATION PACK OR DOWNLOAD AN  
APPLICATION FORM AND EQUAL OPPORTUNITIES FORM FROM OUR WEBSITE**

### About Game Changer

Game Changer will transform the lives of 1035 young people living in challenging circumstances in Cornwall and the Isles of Scilly today. It will support them to overcome the complex challenges they face; understand their individual aptitudes and interests; develop skills and experiences; build connectivity and networks; resulting in at least 55% of them moving into work or long-term learning. Specifically, Game Changer will deliver four outcomes:

- Participants are better equipped to address their personal barriers to engagement.
- Participants report increased confidence and well-being.
- Participants report increased knowledge and confidence in their plans for future careers.
- Participants are ready to re-enter mainstream education, employment or apprenticeships

To do this, we are harnessing an extensive network of local businesses, voluntary and third sector providers, schools, NHS, housing associations, innovators and sector specialists who will work together to transform the lives of 1035 15 – 24 year olds.



RIO delivers the BBO programme in Cornwall with funding from:





## **About RIO**

We're passionate about solving social problems. From breathing new life into old buildings, to supporting young people to develop the skills to succeed in an ever-changing world, RIO innovates to deliver real and lasting social change.

By creating a change ecology – one where we influence policy, shape places, deliver strategic programmes and support and develop people – we can unlock potential and opportunities to create a fairer world; one that works for everyone, not just the privileged few.

- We create and run our own social enterprises and draw on that expertise to support others to be more socially enterprising too
- We support people to develop the skills they need in an ever-changing world
- We help organisations to start up, grow and develop, finding new ways to deliver services and do business
- We empower communities with the skills and confidence to take control of their future and make the best use of their built assets

As a social enterprise ourselves we operate a triple bottom line with a focus on the social and environmental impact of our business and we don't have any shareholders, which means all profits are reinvested back into the work we do.

## **Job Purpose**

RIO has developed a unique approach to transformational change using challenge based learning and social enterprise. As our Claims and Project Coordination Administrator you will play a crucial role in the operational running of Game Changer, including data management; evaluation; impact collection and measurement; reporting; and maintaining database systems.

## **Key roles and responsibilities:**

### **Systems Administration**

- Develop and maintain administration systems to ensure filing and storage of data is handled in a timely and accessible fashion appropriate to contract requirements and RIO Data Protection policy.
- Create and maintain data information requirements by combining data from multiple systems.
- Develop systems for impact measurement, evaluation and case studies with the support of the Contract Managers, Head of Marketing & Communications and Head of Impact.
- Work with Project Lead/Contract Managers in providing evaluation and data reports for a variety of needs.
- Provide timely and clear communication about any issues arising.
- With the support of the Operations Team, set up and implement appropriate systems and processes to enable effective and efficient contract management.
- Work with RIO staff to gather relevant data to help with monitoring contract performance.
- Attend funders' administrator meetings and recommend any changes to admin processes.
- Provide administrative support to Project teams including room and travel bookings, access to resources etc.
- Assist the Operations Team in the ongoing quality assurance and improvement of our contract/grant delivery and management.

### **General Office upkeep and professionalism (with exact role depending on which RIO office the post holder is based in)**

- Field general enquires and ensure specific enquires are signposted to the correct areas of the business – adding value to these interactions wherever possible.
- To help implement, maintain, improve and regularly update RIO's CRM system for use by all areas of the business so that it is effective, efficient, and leads to identified opportunities, intelligence and coordinated action across the whole organisation.



- Work proactively to address problems and seize opportunities related to customer use, sales and handling – including implementing new systems and procedures where necessary.

**General responsibilities:**

- To represent RIO and to understand and talk coherently about RIO service provision in order to influence change.
- To adhere to and uphold RIO's social purpose, strategic aims and policies.
- To contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider.
- To act with integrity and maintain the highest professional standards at all times.
- 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 effectively use all RIO reporting and other systems.
- To provide mentoring support to other members of RIO staff.
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Commercial Director/Chief Executive may occur from time to time
- This job description is not necessarily an exhaustive list of duties but 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

Let's be honest, it takes a certain type of person to work for RIO. If you're looking for an organisation with clear lines of accountability, hierarchical structure, rigid systems and processes, and traditional approaches to organisational management then this probably isn't for you.

We're interested in finding people who are dedicated, tenacious and who enjoy the challenges of working as part of multi-disciplined team. We don't always see work as something to do between 9-5; a passion for what we do along with a clear focus on outcomes sits behind our approach to working practices. We believe in the value of collaboration, so a friendly and open approach to work is vital; as is the ability and willingness to challenge and be challenged. Change is part of our DNA, so staff must be resilient and able to cope with uncertainty whilst feeling compelled to grow with and within the organisation. If this is, you then read on. If not, thank you for considering us.

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

<b>Qualifications</b>	Level 2 (or equivalent) Maths and English	<b>Application</b>
<b>Behaviours</b>	<b>Adaptability</b> Looking at your ability to adapt to change	<b>Interview</b>
	<b>Culture Fit</b> Do you share our beliefs/values and bring about diversity within RIO?	<b>Interview</b>
	<b>Collaboration</b> Can you collaborate effectively and work well with others?	<b>Interview</b>
	<b>Leadership</b> Can you inspire, motivate and unleash potential in others?	<b>Interview</b>

	<p><b>Growth Potential</b> Do you have the potential to grow with RIO and can evidence goal setting and motivation?</p>	<b>Interview</b>
	<p><b>Prioritisation</b> 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)?</p>	<b>Interview</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Providing administrative support within a project or finance setting</li> <li>• Maintaining electronic and paper filing systems</li> <li>• Handling confidential/sensitive data</li> <li>• Checking documents for errors</li> <li>• Providing excellent customer service to internal and external clients</li> <li>• Training or supporting others on the adoption of systems and processes</li> </ul>	<b>Application</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of what makes effective partnership working</li> <li>• Working knowledge of what makes effective team work</li> <li>• Working knowledge of European Funding</li> <li>• Understanding of Data Protection and GDPR</li> </ul>	<b>Application</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Understanding and processing financial information held on invoices, bank statements and salary documents</li> <li>• Paying close attention to detail</li> <li>• Managing and respecting issues of confidentiality and data protection and adherence to professional boundaries.</li> </ul>	<b>Application</b>



- Making someone feel listened to valued and understood
- Proficient in the use of IT including web based applications, CRMs/databases, Microsoft Word and Excel (advanced level)

Other

- Willingness to travel

Application

RIO delivers the BBO contract in Cornwall with funding from the Big Lottery Fund and the European Social Fund. This job role will be part of the RIO team, contributing to the delivery of the BBO 'Game Changer' contract which RIO lead

