



Job Description

Claims Processing Manager

Hours:	37½ hours per week
Salary:	£ 26,780 - £28,325
Base:	Chain Lane Community Centre, Knaresborough
Responsible to:	Senior Programmes Manager
Accountable to:	Chief Executive Officer

Job Summary

You will be an integral part of this dynamic team, providing management of the claims processing function for the Action Towards Inclusion (ATI) project. ATI is a £7.4million project that is part of the national Building Better Opportunities programme and is joint-funded by the Big Lottery Fund and the European Social Fund. Working effectively with colleagues and partner organisations, you will ensure timely and accurate processing of claims from up to 50 delivery partners on a monthly basis. This includes claims for both financial and participant evidence. Each partner submits a monthly financial claim based on their activity in the past month which needs to be verified for accuracy and checked to ensure that appropriate evidence is available to validate every aspect of each transaction. You will also oversee submission and validation of participant evidence, monitoring profiles for both financial spend and participants engaged.

Specific Duties

1. Lead on and oversee the monthly financial claim process, processing claims from up to 50 delivery partners ensuring that the process runs smoothly and a high level of accuracy is achieved.
2. Manage four Claims Processing Assistants ensuring that they have clear direction, appropriate levels of support, and the skills and knowledge needed to carry out their role effectively.
3. Oversee the ongoing submission and verification of participant paperwork ensuring that workload is managed across the team and participant submissions are checked in a timely manner.

4. Monitor performance against profile for both financial spend and participant enrolments, identifying any remedial action necessary if these fall below stated tolerances for the programme.
5. Support staff in dealing with issues arising from the claims including dealing with delivery partner organisations directly where appropriate.
6. Work with the Audit Officer to ensure the accuracy of all claim submissions, to identify issues requiring further investigation, and to minimise the risk of clawback.
7. Maintain a Change Log for the financial management of the programme documenting all significant decision making and the rationale for this.
8. To prepare the quarterly claim for submission to BLF verifying the accuracy of all data and submitting evidence to support the claim as requested.
9. Update internal systems to ensure accurate record keeping and full reconciliation with YCL's finance systems.
10. Develop and improve systems and processes to increase the efficiency and effectiveness of the claims process.
11. Prepare reports to programme managers, YCL management and delivery programme partners to update them on payments, claims and issues arising.
12. Identify the support needs of delivery partners and ensure appropriate action is put in place to address these, working in conjunction with the partner and programme manager.
13. Ensure that all evidence to support financial claims is stored securely in an appropriate and easily accessible form.
14. Attend internal and external meetings as required to carry to the role effectively.

Organisational responsibilities

1. Contribute to the ongoing development and sustainability of Your Consortium
2. Attend and contribute to regular feedback and review meeting briefings with the Head of Finance and the team, including developing work-plans, reviews and other documentation as necessary
3. Participate in Your Consortium team meetings and training
4. Take responsibility, in consultation with the Head of Finance, for your personal development and progression
5. Undertake any training as agreed in support of the above
6. Participate, as a representative of Your Consortium, in external meetings and events, feeding back appropriately to the team
7. Act as ambassador for Your Consortium, protecting and promoting its good name and reputation at all times
8. Be aware of and work within the policies, procedures and guidance issued by Your Consortium
9. Undertake such other duties as may be determined from time to time commensurate with the range of activities described above and in line with any developments or changes in the role/organisation.

Personal Specification – Claims Processing Manager

		Description	Essential	Desirable
Experience	1	Significant experience of processing high volumes of financial data	✓	
	2	Proven experience of managing or supervising staff	✓	
	3	Proven experience of carrying out audits of financial data or preparing financial data for audit	✓	
	4	Proven experience of working effectively across teams	✓	
	5	Proven experience of working with organisations with limited resources and systems		✓
	6	Experience of working on European Social Fund contracts		✓
	7	Experience of working in the voluntary/community sector		✓
Skills and Knowledge	8	Effective communication skills - written/spoken/email/telephone	✓	
	9	Strong financial management skills	✓	
	10	High level of attention to detail	✓	
	11	Advanced Excel skills including the ability to set up linked worksheets using a range of functions, pivot tables, etc	✓	
	12	Strong numeracy skills as demonstrated by a minimum level 2 qualification in Maths (GCSE A-C)	✓	
	13	Ability to make critical decisions with documented justification	✓	
	14	Ability to work on own initiative and solve day to day problems	✓	
	15	Friendly and approachable manner	✓	
Other	16	Demonstrable commitment to inclusion and social justice	✓	
	17	Ability to travel independently across a large, rural county	✓	
	18	Professional finance qualification		✓