

JOB PACK

Bridges Project and Compliance
Administrator



Jigsaw

Creating homes.
Building lives.



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 staff from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the Northwest, we support over 7,000 people annually through the contracts we manage.

This position is within The Bridges Partnership, our Domestic Abuse Service, which is a partnership between Jigsaw Support, Talk, Listen Change and Diversity Matters Northwest, commissioned by Tameside Council.

Bridges supports Tameside residents who are victims or survivors of domestic abuse, children who are impacted by domestic abuse, and those causing harm.

The service is made up of multiple teams, including a Safe Accommodation team, supporting domestic abuse victims in refuge and dispersed properties in the community; a children's team, supporting children and young people affected by domestic abuse; an IDVA team, supporting high risk victims; and a busy Women and Families Centre offering group activities and one to one support.

Role Summary

As a dedicated and skilled project and compliance administrator, you will play a part in the delivery of our comprehensive domestic abuse support services, providing excellent customer service and support to service users, stakeholders and colleagues, and responding to general enquiries or signposting requests.

Process referrals and respond to general enquiries via phone and email, and update records on our case management system. Book appointments for the team to process self-referrals and assessments.

Process the recruitment of volunteers and student placements and support with recruitment and onboarding.

Support the quarterly submissions to the commissioners, working with managers to ensure all data is correct and up to date.

You will comply with the Group's policies and procedures and provide administrative support to keep our case management system up to date, adhere to our quality standards, and evidence progress towards our service targets.

Responsible To: Bridges Operational Manager

MAIN TASKS OR ACTIVITIES

- Ensure processes are followed and monthly individual targets and KPI are collated and submitted in line with contract requirements.
 - Co-ordinate and process new referrals into service.
 - Coordinate and develop compliance systems and internal guidance, working closely with the wider delivery team to mitigate risk.
 - Processing potential volunteer enquiries and student placements, including initial screening and support in the recruitment and on boarding process.
 - Complete timely and accurate casework audits and performance monitoring across systems providing key performance information to the Team Leader and Operational Manager.
 - Maintain and monitor sensitive personal and financial data on administrative databases and content management systems in line with data protection legislation.
 - To carry out evidence checks, reviewing records and documentations against internal control procedures and guidelines identifying and recording errors or irregularities.
 - To feedback to delivery staff to ensure errors and irregularities are rectified in a timely manner and assist with training of staff where regular errors occur.
 - Operate and comply with organisation and contract policies and procedures, and Jigsaw's values at all times.
 - To be a proactive member of the team; continually seeking to improve and develop your own skills and the performance of the team.
 - Attend mandatory training when requested to ensure compliance with Group policies and procedures.
1. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
 2. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
 3. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Qualifications demonstrating sound literature, numerical and IT skills (e.g. GCSE English & Maths A-C or equivalent).
- Ability to manage competing priorities and deadlines whilst maintaining an eye to detail.
- Ability to recognise and understand the principles of safeguarding vulnerable people, and appropriately act upon safeguarding concerns.
- Experience of maintaining administrative systems, with the ability to monitor service performance against targets and outcomes, auditing data and records for any irregularities or errors.
- Ability to build positive relationships with service users and internal and external colleagues to achieve common objectives.
- Commitment to excellent customer care including customer involvement, choice and control, and the ability to deal with potential complaints.
- Experience of interpreting complex information and/or programme guidance and rules, presenting this in simple to use instructions and processes.
- Able to work across Tameside in a variety of locations, ideally with a full, valid UK driving licence and use of a vehicle for business use.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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