

JOB DESCRIPTION

Job Title: Claims Administrator Apprentice

Post Holder:

Reports To: Claims & MI Manager

Location: Office/home working – Flexible full time hours
(37.5hrs)

1. JOB PURPOSE:

- To provide an administration support within the Claims, Compliance and Quality teams to check and validate all contractual evidence in accordance with funding and awarding body frameworks (ie. Ofsted, ESFA)
- Work to contractual claims deadlines.
- To provide reception and facilities duties

2. DIMENSIONS:

Identify: a) Annual budgets which you directly control or indirectly influence b) Numbers of staff for whom you are directly accountable, if any c) Other key statistics relating to your job a) n/a

3. PRINCIPAL ACCOUNTABILITIES:

Summarise in 4-8 statements the principal end results expected from your job

The key duties of this post are to:

- Check, validate and upload data to the companies database systems (Aptem) in accordance with funding guideline and internal processes
- Provide filing duties following submissions of monthly claims.
- Provide administration duties to support internal and external audits
- Support the archiving of evidence records in accordance with the companies processes.
- Monitor claims admin mail box on a daily basis
- To provide a reception supportive role during busy periods and daily lunch cover – this will involve providing a high level of customer service to clients over the phone and in person.
- Have a proactive approach to problem solving with a can do attitude
- Will be required to liaise with senior managers on a regular basis so must be a confident communicator.
- Carry out effectively the day-to-day administrative tasks assigned by line manager and divisional head.
- Deal with incoming and outgoing posts.

4. JOB CHALLENGES:

Describe briefly the most challenging parts of your job

- Time management
- Attention to detail
- Team support and commitment

5. KEY RELATIONSHIPS:

Identify the individuals (by title) and groups with whom you have significant working relationships both inside and outside the company and indicate briefly their nature and purpose.

- Claims/MI Manager
- Claims Team
- Quality Team
- Performance Managers

6. DECISION MAKING AUTHORITY:

Describe the decisions you make without reference to your manager.

- No Decision making authority

7. JOB KNOWLEDGE, SKILLS & EXPERIENCE

Specify the educational background, qualifications, training and experience that are required for the job.

- Demonstration of excellent customer care and client relationships.
- Knowledge of Traineeship funding stream and ESFA guidance and rules.
- Experience of MS office: Excel, Word, internet/e-mail and Management Information databases. Knowledge of Aptem will be beneficial, but not essential (as training will be provided).
- Demonstration of judgement, tact, flexibility.
- Effective planning of work and meeting deadlines.
- The ability to provide accurate, well presented written work.
- Commitment to Equal Opportunities, Cultural Diversity and the Safety, Health and Welfare of self and others.