Job Title: **WorkWell Finance and Performance Officer**

Grade: Band C

Reports to: **WorkWell Contract Manager**

Role Responsibilities: Budget £0 FTE 0

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires the ability to lead a contracted customer centric service, working towards our mission of making a positive difference to people's quality of life.

ECL's vision is to be the supplier of choice for Adult Health and Social Care. The Finance & Performance Officer will support delivery of the Local WorkWell Partnership, contributing to integrated work, health and skills systems, reducing health inequalities and improving outcomes for residents.
The WorkWell Finance & Performance Officer will support the delivery of the Local WorkWell Partnership by ensuring effective financial management, performance monitoring, reporting and governance arrangements are maintained across the programme.

This role requires excellent organisational, analytical and communication skills, ensuring accurate financial oversight, performance reporting and contract compliance.

The postholder will maintain robust management information systems, support administration of the Additional Support Fund (ASF) in conjunction with ECL finance team, and ensure performance data is recorded, analysed and reported in line with contractual requirements.

The postholder will need to be flexible, have great computer skills and attention to detail. They will be expected to work pro-actively with their colleagues and help identify and implement continuous improvements and share best practice

Job purpose

The Finance & Performance Officer will support the effective delivery of the Local WorkWell Partnership by maintaining good financial practice, performance monitoring and reporting processes.

The role will be undertaking the administration of the Additional Support Fund (ASF) with support from ECL finance team, monitoring contract delivery, maintaining accurate information and compliance with contractual, audit and governance requirements.

Working closely with the WorkWell Contract Manager, Partnership & Employer Engagement Lead and wider partners, the postholder will ensure timely and accurate reporting of financial and performance information which supports the evidence-based decision making and continuous improvement across the WorkWell Partnership.

The Finance & Performance Officer will contribute to the delivery of Local WorkWell Partnership objectives by supporting effective data management, recording performance against agreed KPIs and outcomes, and ensuring that financial resources are delivered efficiently and transparently.

The postholder will support the Head of Inclusive Employment and WorkWell Contract Manager in maintaining high-quality, customer-centred services that demonstrate value for money, reduce health inequalities and contribute to improved employment, health and wellbeing outcomes for participants.

To maintain accurate and up-to-date administrative systems to facilitate effective management of all systems and processes including IT systems and service information.

Key Accountabilities

- Work collaboratively with colleagues, partners and stakeholders to support the effective delivery, reporting and governance of the Local WorkWell Partnership.
- Recognise and report safeguarding concerns in line with organisational procedures, taking appropriate action and seeking support where required.
- Maintain accurate records, preparing routine reports, data returns and management information to support performance monitoring, audit and contract compliance requirements
- Assist with the administration of the Additional Support Fund (ASF), maintaining accurate records and ensuring processes are followed in line with programme requirements.
- Support the monitoring of expenditure and performance, highlighting any risks, variances and emerging issues to the WorkWell Contract Manager.
- Support the collection and validation of partnership and outcome data.
- Support monitoring of activities related to health inequalities, participant engagement and partnership performance.
- Provide administrative support for audits, reviews and quality assurance activities, ensuring documentation is accurate and up to date.
- Maintain confidentiality and handle information in line with Data Protection, Information Governance and organisational policies.
- Follow ECL policies, procedures and working practices at all times
- Provide a positive and professional service to customers, supporting the achievement of Local WorkWell Partnership objectives.

- Provide administrative support for meetings, activities and stakeholder engagement events, including arranging meetings, preparing agendas, recording actions and maintaining documentation.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person specification – Key Skills and Competence

Essential

- Holds Level 3 or above in Business Administration, Finance, Data Management, Business Studies or able to demonstrate equivalent experience.
- Experience of financial administration, budget monitoring, invoicing, grant administration or contract support.
- Experience in roles where data is collected, maintained and reported to produce management information.
- Strong analytical and numerical skills with excellent attention to detail.
- Experience of using databases, spreadsheets and management information systems.
- Proficient in Microsoft Office applications, particularly Excel, Word, Outlook and Teams.
- Experience of involvement in accurate reports, dashboards and performance information.
- Ability to organise and prioritise workload effectively whilst managing competing deadlines.
- Excellent written and verbal communication skills.
- Ability to work independently and as part of a wider team.
- Experience of maintaining accurate records, audit trails and supporting compliance activity.
- Understanding of confidentiality, information governance and data protection requirements.
- Supportive of change, showing flexibility and reliability at all times.

Desirable

- Experience of supporting publicly funded contracts, grants or commissioned services.
- Experience of performance monitoring against KPIs, outcomes and service targets.
- Experience of administering participant support funds, grants or financial assistance schemes.
- Experience working within employment, health, social care, local authority or community-based services.
- Understanding of contract compliance and audit processes.
- Experience of coordinating meetings, maintaining action logs and supporting governance arrangements.
- Experience using CRM systems, Power BI, reporting tools or case management systems.

Person-centred care

