

## Job Title Quality Assurance Manager

### Grade 10

#### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

#### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

#### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

#### **About the Service**

##### **Directorate Purpose and Values:**

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the County Council's Economy, Infrastructure and Skills Directorate (EIS). The vision for EIS is to help Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

**Service Purpose:**

Skills & Employability purpose is to improve people's lives through learning and training, leading to employment and/or increased personal fulfilment, supporting the growth of Staffordshire's economy and society:

- Ensuring provision of a wide range of high-quality learning opportunities to reflect identified local needs and wishes of Staffordshire's '16+' residents, by enabling provider partnerships and through direct delivery.
- Providing support, with a focus on targeted groups, to improve participation in learning across Staffordshire.
- Ensuring provision of work-related experience and advice to increase the employability of targeted groups and/or individuals.
- Working with providers and partners to ensure that Staffordshire's social, employment and economic skills demands are met.
- The Careers and Participation Service, in which this post sits is located within Skills and Employability. The Careers and Participation Service work with young people at risk of not participating in learning, or those who are not participating in employment, education or training (NEET) providing guidance and support to enable them to participate. Work in relation to participation also includes the tracking of young people, academic age 16 and 17 who are resident in Staffordshire, data collection and data reporting to DoFE. The Careers and Participation Service also offer a traded careers guidance service to schools and colleges.

**About the Role**

- The Quality Assurance Manager will be required to work across the Careers and Participation service to co-ordinate, develop, implement and monitor

the quality assurance framework. Ensuring compliance with Statutory Duty for Participation of Young People in Education, Employment or Training and DFE NCCIS requirements.

The post holder will be required to work with a variety of stakeholders and partners, supporting the Careers and Participation Service to:

- Monitor the delivery of outcomes, using available resources to achieve best value for money.
- Manage the process and outcomes across the Careers and Participation Service from a quality of practice perspective.
- Quality assure and develop the methodology and tools for the completion of data collection and quantitative and qualitative reporting across the Careers and Participation Service.
- Support the Head of Service for Careers and Participation with performance management through setting and monitoring delivery against KPI's.
- Manage a team of Data Analysts and Tracking and Engagement Advisers

## **Reporting Relationships**

**Responsible to:** Head of Service Careers and Participation

**Responsible for:**

### **Key Accountabilities:**

- Take a lead role in the management and development of the Careers and Participation Quality Assurance function, establishing and maintaining operational processes and procedures and overseeing caseloads.
- Develop and implement a self-auditing programme that involves working across the Careers and Participation service to prioritise, plan, analyse and report on practice, utilising data analysis to inform improvement to the quality of service delivery.

- Co-ordinate the Careers and Participation service evaluation process to inform service priorities and the development of service delivery plans as part of the business planning cycle.
- Empower, support, guide, mentor and coach members of staff, to enable them to successfully implement and embed new initiatives particularly focusing upon quality of practice.
- Oversee the co-ordination of reflective learning from observed practice, audits, best practice, independent reviews, complaints and compliments, and case studies and produce reports to improve outcomes for young people and education providers.
- Manage the development and implementation of quality assurance standards, and user-friendly tools for monitoring standards and sharing best practice that supports reflective learning practices across the Careers and Participation service.
- Oversee the ongoing development of the Quality Assurance Framework, ensuring feedback and lessons learnt from quality audits, quality visits, staff feedback, compliments and complaints are used to inform improvement plans and are actioned in a timely manner.
- Implement robust data quality mechanisms and recording standards across the Careers and Participation service to monitor and improve outcomes for young people and education providers.
- Conduct complex analysis on priority areas identified through intelligence and priorities to produce reports that help the management and the system, making evidence based decision to improve practice.
- Engage with Careers and Participation service stakeholders to support the implementation and ownership of performance and quality assurance framework to ensure an effective, efficient and consistent approach.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

### **People Management**

Engaging with People Management policies and processes

### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

### **Safeguarding**








Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

### **Person Specification**

A = Assessed at Application  
I = Assessed at Interview  
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
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	<b>Qualifications/Professional membership</b>  Educated to degree/HND standard or possessing an equivalent professional qualification or equivalent by experience.	A
    	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Knowledge of school and post 16 requirements in relation to careers guidance, and strategies to support young people at risk of non-participation post-16 and post 16 NEET.</li> <li>• Experience of managing, motivating and mentoring staff ensuring compliance with statutory and regulatory requirements. Influencing and negotiating with others to ensure actions to improve services are delivered and improvements are evidenced.</li> <li>• Extensive knowledge of a range of performance management, quality assurance tools and techniques including qualitative and quantitative reporting.</li> <li>• Experience of measuring and improving outcomes for young people at risk on non participation post 16 and NEET young people and the factors that could influence non-participation.</li> <li>• Experience of using reflective learning to inform policy, procedures and improve outcomes across service areas</li> <li>• Significant experience of designing and using intelligence led reports that are accurate and informative</li> <li>• Experience of conducting complex analysis on areas identified through intelligence and priorities to produce performance reports and statistical analysis that inform management reporting and system development</li> <li>• Knowledge and understanding of Safeguarding, Prevent, Health and Safety and Equality and Diversity legislation, policies, procedures and practices.</li> <li>• Responsible for the production of performance management and quality assurance reports across Careers and Participation service areas</li> </ul>	A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I
    	<b>Skills</b> <ul style="list-style-type: none"> <li>• Ability to work within a political and partnership environment</li> </ul> <p>This post is designated as a casual car user.</p>	A/I  A/I  A/I  A/I

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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting  
Talent & Resourcing Team 01785 278300