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.

**About the Role**

The Quality Assurance Manager will be required to work across the Employer Skills Service to co-ordinate, develop and hold to account the quality assurance framework across the Employer Skills Service and the wider commissioned services to improve the outcomes of candidates and businesses across Staffordshire.

This role will be required to work with a variety of stakeholders and partners in supporting the Employer Skills Service to:

• understand the needs of Staffordshire jobseekers and businesses

• translate those needs into definable outcomes;

• enable the delivery of outcomes within available resources to achieve best value for money;

• Manage the process and outcomes across the Employer Skills Service from a quality of practice perspective

• Create the methodology and tools for the completion of data collection both quantitative and qualitative across the Employer Skills Service.

Reporting Relationships

Responsible to: Skills Strategy Programme Manager / Head of Employer Skills

Key Accountabilities:

1. Take a lead role in the management and development of the Employer Skills service Quality Assurance function.

2. Responsible for the development and implementation of a self-auditing programme that involves working across the Employer Skills service to prioritise, plan, analyse and report on practice, learning and analysis to inform practice improvement, quality of service and commissioning intentions.

3. Responsible for the co-ordination of the Employer Skills serviceself-evaluation development and process to inform service priorities and the development of service delivery plans as part of the business planning cycle.

4. 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.

5. Responsible for the co-ordination of the reflective learning from observed practice, audits, best practice, independent reviews, complaints and compliments, and case studies and produce reports to improve outcomes for candidates and businesses.

6. Responsibility for the development and implementation of quality assurance standards, user friendly tools for monitoring those standards and sharing good practice that supports a reflective learning and learning environment across the Employer Skills service.

7. Responsible for the co-ordination and development of the Quality Assurance Framework.

8. Support and co-ordinate preparation for a supported employment fidelity assessment and readiness to ensure processes are robust and quality assurance records and evidence are up to date.

9. Responsible for the implementation of robust data quality mechanisms and recording standards across the Employer Skills service improve outcomes for candidates and businesses.

10. Responsible for conducting complex analysis on priority areas identified through intelligence and priorities to produce reports that help the management and the system make evidence based decision to improve practice.

11. Using reflective learning from Fidelity assessments, reviews and audits to improve continuous practice, performance and commissioning outcomes.

12. Engaging with Employer Skills 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

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**  Educated to degree/HND standard or possessing an equivalent  professional qualification or equivalent by experience. | A |
| **employer_small** | **Knowledge and Experience**  • Demonstrable performance/analysis management and data  quality systems  • Extensive knowledge of a range of quality assurance tools  • Expert knowledge in Quality assurance and performance intelligence  including the Implementation of robust data quality mechanisms and  recording standards across  • Extensive knowledge of a range of performance management  assurance tools and techniques including qualitative and quantitative  • Experience of designing and using intelligence led reports that are  accurate  • Experience of developing Quality Framework self-assessment document and processes  • Experience of being able to demonstrate and measure outcomes for  candidates seeking employment and businesses seeking to fulfil recruitment needs.  • Experience of motivating/ mentoring staff or leading on performance, quality assurance and practice  • Responsible for the Production of performance management and  quality assurance reports across service areas  • Experience of inspection and readiness  • Extensive knowledge on the auditing of quality of practice across in  house and commissioned services  • Experience of the development of a self-evaluation  • Experience of managing and leading others through the quality of  practice function  • Experience of leading innovative change to improve service delivery  • Experience of understanding reflective learning to feed into strategy to improve outcomes across service areas  • Experience of Using reflective learning from inspections, reviews and  audits to improve continuous practice, performance and commissioning outcomes  • Experience of conducting complex analysis on priority areas identified  through intelligence and priorities to produce reports that help the  management and the system | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small** | **Skills**  • Ability to work within a political and partnership environment  • Ability to undertake research, utilising appropriate methodologies to  collate, analyse, evaluate and present information to senior management.  • Excellent influencing skills in a partnership environment  • Effective planning and project management skills.  • Able to demonstrate an ability to use resources flexibly and creatively  within partnership working  • Possess advanced analytical skills  This post is designated as a casual car user. | A/I  A/I  A/I  A/I  A/I  A/I |

**employer_small** 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