

**Job Description**

**Job Title:** Quality Assurance and Performance Manager

**Salary Grade:** Grade 10

**Job Family:** Organisational Support

**Job Profile:** OS 6

**Directorate:** Quality and Performance

**Reports to:** Service Manager - Quality Assurance, Performance & IRO

Your normal place of work will be Sunderland Civic Centre, but you may be required to work at any Company recognised workplace.

**Description of Role:**

To be responsible for the development and implementation of integrated quality management systems, ensuring regulatory conformance compliance with quality control systems, implementation of learning and development plans and quality improvement systems.

To be responsible for managing the Performance team in delivering an effective performance management function.

**Duties and Responsibilities:**

1. To co-ordinate and manage the arrangements for all external inspections, liaison with regulatory agencies as appropriate.
2. To co-ordinate the monitoring and implementation of post-Ofsted inspection action plans and improvement plans for the DFE.
3. To work with the Service Manager for Quality Assurance and Performance to produce a quarterly and annual quality report on all activities involved in delivering the Quality Assurance Framework for Children’s Services.
4. To support the Service Manager for Quality Assurance and Performance to deliver an effective performance management function for Children’s Services including preparing reports and information for internal and external reporting of service improvements and progress in line with statutory requirements.
5. To manage the Participation Service for Children, Young People and their families ensuring effective monitoring, recording and implementation of views of children and their families.
6. To manage and report on statutory and non-statutory complaints.
7. To work with the Service Manager for Quality Assurance and Performance to develop and implement the Quality Assurance Strategy.
8. To develop and implement quality assurance processes throughout the Service which align quality assurance systems to workforce planning and learning and development.
9. To manage the services input to inter-agency and partner quality assurance and workforce development arrangements, including regional initiatives.
10. To prepare and discharge a programme of quality audits aligned to service risk planning, policy imperatives and performance improvement requirements and to ensure resultant improvement actions are operationalized and achieve compliance with agreed standards and corrective requirements.
11. To co-ordinate and lead where appropriate, service wide investigations and monitor action plans to ensure conformance.
12. To manage the co-ordination of public consultation arrangements for the service, in liaison with corporate colleagues.
13. To manage Equality and Diversity arrangements within the service.
14. The above list is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post, as directed by the Head of Service.

**Management Responsibilities**

1. The role is responsible for the line management of the staff who support and deliver the functions of Quality Assurance, Performance, Participation and Engagement and Complaints.

**Additional Information/Other Requirements**

1. Other duties and responsibilities allocated which are appropriate to the grade of this post.
2. The post holder will be required on occasion to travel within the City as required to undertake the role.

**Person Specification**

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| **Essential Criteria Method of Assessment** | |
| **Experience:**   * Experience of managing teams and services that drive quality and improvement * Delivering objectives and managing resources within a defined timescales. * Experience of managing inspection processes * The development and implementation of quality management systems * Experience of working in partnership to deliver high quality services. * Engaging with key stakeholders and ensuring that this drives service improvement. * Experience of managing performance systems * Experience of managing budgets | Application form /Interview/ Management Scenarios |
| **Skills/Knowledge:**  **Leadership –** Able to take a long-term view, sets goals, and evaluate the impact of ideas and policy decisions.  **Communicating (verbal)** - Able to share information, obtain information and have dialogue with others either in person or over the telephone.  **Communicating (written)** - Able to share information and obtain information from others through written communication.  **Inspection Frameworks** - Knowledge and application of Ofsted framework for inspection of Children’s Services  **Quality Systems** - Knowledge of quality systems e.g audit frameworks, Children’s Services complaints, participation, supervision and appraisal.  **Decision making** – A willingness to take action and to make decisions in line with support plans, policies and procedures, being resourceful in the face of challenges  **PC Skills** - Able to effectively use a PC to prepare documents, record information or input data.  **Customer Service** – able to establish excellent relationships with customers and partners, deliver high quality tailored services to meet needs and exceed expectations.  **Management –** Establish direction, influence others towards shared goals and empower, inspire and motivate individuals. | Application form /Interview/ Management Scenarios |
| **Desirable Criteria Method of Assessment** | |
| **Flexibility** – an ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends  **Democratic –** Seeks and considers the views of others in setting and deciding plans, activities and progress.  **Vigour** – Works at a fast pace, copes well with higher levels of workload.  **Innovation -** theability to be creative in working through problems and making decisions. | Application form /Interview |
| **Other Requirements:**  The ability to work outside of normal working hours to meet the needs of the service.  Ability to meet the travel requirements of the post. | Application Form |