

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Quality Assurance & Compliance Manager**

**Vacancy ID: 009377**

Salary: £38,052 - £40,858 Annually

Closing Date: 14-10-18

### **Benefits & Grade**

Grade N

### **Contract Details**

Permanent

### **Contract Hours**

37 hours per week

### **Job Description**

The Council takes a strategic corporate approach to the commissioning and contracting of Adult, Public Health and Children's services. As such it takes a robust approach to assessing the quality of care provided by services and the provider's compliance within the scope of their contract.

An exciting opportunity has arisen within the Strategic Procurement Team for the position of Quality Assurance & Compliance Manager.

The successful applicant will be responsible for leading a small team of officers working collaboratively with contracted care and support service providers (including care homes, homecare and day opportunities), other Council teams and external partners/ agencies to deliver quality assurance and compliance systems and processes that drive up the quality of contracted care and support service provision.

You will provide leadership and management to a highly motivated team and applicants should have demonstrable experience of managing people, working with quality management systems and quality assurance practices and experience of working with service providers to improve the quality of services.

Applicants should have high personal standards of self-discipline, be enthusiastic and able to communicate effectively with a range of stakeholders.


For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Kerry Anderson, Procurement Manager, Adults, Public Health and Children & Young People on 01642 528455.

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate:</b> Finance and Business Services		<b>Service Area:</b>  Procurement and Governance
<b>JOB TITLE:</b> Quality Assurance and Compliance Manager		
<b>GRADE:</b> N		
<b>REPORTING TO:</b> Procurement Manager (Adults, PH and Children)		
1.	<b>JOB SUMMARY:</b> To work collaboratively with contracted care and support service providers (providers), other Council teams and external partners/ agencies to develop and implement effective quality assurance and compliance systems and processes that drive up the quality of contracted care and support service provision (service provision).	
2.	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1	To provide leadership and management to the Quality Assurance and Compliance Team.
	2	To work in partnership with internal teams and external partners/ agencies to develop and implement a robust quality assurance and compliance framework for contracted providers.
	3	To develop and co-ordinate a risk based programme of quality assurance and compliance reviews.
	4	To lead in the coordination, collection, analysis and reporting of qualitative and quantitative data from a range of sources in order to develop a full picture of the quality of service provision and to make informed judgements about when provider concerns should be escalated or de-escalated.
	5	To work collaboratively with care management teams, and other internal teams and external partners/ agencies to proactively identify and respond to emerging concerns about providers and ensure appropriate and timely intervention, in line with safeguarding and customer complaints procedures.
	6	To work collaboratively with providers, internal teams and external partners/ agencies to develop, negotiate and monitor action plans that proactively address concerns about service provision.
	7	To co-ordinate provider review meetings, following up actions and ensuring that information is reported in a coherent and timely manner in order to inform decision-making.
	8	To provide specialist advice and guidance to providers to enable them to comply with contractual and regulatory requirements and deliver continuous improvement in the quality of care that they provide.
	9	To oversee the production and presentation of high quality, clear and meaningful quality assurance and compliance reports for providers, senior managers, and elected members.

10	To forge and maintain effective working relationships with a broad range of internal teams, external partners/ agencies and providers.
11	To contribute to practice improvement by developing clear processes, guidance and training to help care management practitioners to identify and raise concerns about the quality of care delivered by providers.
12	To work in partnership with internal teams and external partners/ agencies to support the development of clear, outcome-focused specifications and monitoring frameworks for new and existing services.
13	To liaise with providers and other partners / agencies and respond constructively to new developments in guidance / implementation of legislation as appropriate.
14	To take reasonable care of your own health and safety and to co-operate with management so far as is necessary to enable compliance with the Council's health and safety rules and legislative requirements.
15	To appraise staff and to assist in their training and development and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
16	To maintain all records and systems in accordance with defined procedures and compliance requirements
17	To deputise for the Procurement Manager at meetings as required.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

## PERSON SPECIFICATION

Job Title/Grade	Quality Assurance and Compliance Manager	Grade N
Directorate / Service Area	Finance and Business Services	Procurement and Governance
Post Ref:	34568	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to degree level or equivalent professional qualification in a directly relevant subject area or equivalent demonstrable level of relevant work related experience</li> </ul>		Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working with quality management systems and quality assurance practices</li> <li>Experience of working with service providers to improve quality of services</li> <li>Experience in reviewing service standards in accordance with contractual requirements</li> <li>managing employee resources and building an effective team of employees</li> <li>delivering a change agenda and promoting cultural change</li> <li>implementing improvements to services and demonstrating outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Experience of Safeguarding procedures</li> <li>Experience of contributing to the production of contractual documents</li> <li>Experience in developing risk based monitoring.</li> </ul>	Application / Interview
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Effective interpersonal and communication skills and the ability to build and maintain effective collaborative working relationships</li> <li>Ability to negotiate and communicate to deliver solutions and resolution through direct contact and engagement with service providers</li> <li>Analyse situations, evaluate</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the Local Authorities functions and statutory duties</li> <li>Ability to think widely, solve problems logically and to seek independent</li> </ul>	Application / Interview

	<p>opinions and produce effective and creative solutions</p> <ul style="list-style-type: none"> <li>• Deal effectively with a rapidly changing environment and issues</li> <li>• Respond to changing requirements and timescales as required by services or the wider corporate strategy</li> <li>• Demonstrate customer sensitivity and awareness</li> <li>• Competent in the use of MS Office applications with good keyboard skills</li> <li>• Ability to produce structured and detailed reports of a high standard</li> </ul>	solutions	
<b>Specific behaviours relevant to the post</b>	<ul style="list-style-type: none"> <li>• High level of attention to detail</li> <li>• The ability to benefit from training relevant to the post</li> <li>• High personal standards of self-discipline, ability to work without close supervision and often to tight deadlines</li> <li>• Highly motivated, energetic, not easily discouraged</li> <li>• Strong team player committed to an ethos of continuous improvement and collaborative working</li> </ul>		Application / Interview
Other requirements	<ul style="list-style-type: none"> <li>• Due to the role requiring travel between venues across the borough, a full driving licence and access to a motor vehicle is required for this role</li> </ul>		Application / Interview

Person Specification dated    **Sept 2018**

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.