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| **Job Description** |
| **Post title** | Quality Assurance and Performance Officer |
| **JE Reference No** | N10858 |
| **Grade** | Grade 8 |
| **Service** | Children and Young People |
| **Service Area** | Progression and Learning |
| **Reporting to** | Progression Co-ordinator |
| **Location** | You will be based in a locality within County Durham. However, you may be required to work at any Durham County Council location, according to the needs of the service and your work will involve visiting various other settings in the county and surrounding travel to work area. |
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| **DBS** | This post is subject to Enhanced Disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Contract** | This post is funded through ESF and the Youth Employment Initiative (YEI) as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The YEI/ESF funding will end on 31st December 2021. |

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| **Description of role** |

The post holder will:

* Lead on the performance management of the Wrap Around Support element of the DurhamWorks programme to meet targets and high standards as set by funding and inspection agencies.
* Lead the continuous quality improvement of the Wrap Around Support element of the DurhamWorks programme, including the training and development of staff.
* Support the development and implementation of DurhamWorks policies and procedures.

This will be achieved through developing highly effective working relationships with the management team in Progression and Learning, the team of Progression Advisers and Progression Workers delivering the Wrap Around Support element of the DurhamWorks programme, the DurhamWorks Quality Officer, Marketing Officer and Programme Support Officer.

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| **Duties and responsibilities** |

* Lead on the monitoring and review of the Progression Teams performance in relation to the delivery of the DurhamWorks programme to enable it to meet targets and high standards required by funding and inspection agencies.
* Analyse data and identify areas for improvement in relation to the Progression Teams ability to meet deadlines and targets.
* Work closely with the DurhamWorks Central Team and Progression Management Team to feedback any areas for improvement regarding performance against project targets, devise actions and subsequently monitor their implementation.
* Lead on the development and implementation of the Progression Team Quality Assurance Framework.
* Develop a Progression Teams Quality Improvement Plan and lead on identified actions in the plan to ensure continual improvement of Wrap Around Support including the delivery of quality IAG to participants on DurhamWorks.
* Support the monitoring and review of the Progression Teams Quality Improvement Plan to ensure that actions identified in the plan are on target to support continuous quality improvement
* Develop good practice models of Wrap Around Support and the delivery of IAG to participants on DurhamWorks by drawing upon best practice from across the sector,
* Lead and monitor the recording systems in place on the IYSS database used to evidence interventions, report progress and store documentation relating to DurhamWorks participants.
* where appropriate, undertaking observations of IAG practice, make assessment judgements, compile detailed quality reports and provide feedback and action plans for managers to support the continual improvement of the delivery of IAG
* Undertake quality audits of recording, compile detailed reports and provide feedback and action plans for staff to support the continual improvement of the service.
* Working with the DurhamWorks Marketing Officer, support the development of communications to promote the DurhamWorks programme and drive engagement and referrals across Durham County Council and the wider referral organisations.
* Co-ordinate the creation of case studies, good news stories and promotional materials across the Progression Team.
* Utilise the management information system (MIS) to monitor the quality and performance of delivery
* Provide direct coaching, mentoring and other support, when appropriate, for delivery staff, contributing to performance improvement and liaising closely with Team Leaders
* Carry out no notice quality visits to DurhamWorks Youth Hubs and other premises for participants receiving wrap around support, providing an advisory role on areas for improvement, managing progress against the plan and sharing best practice, in conjunction with the DurhamWorks Quality Officer
* contributing to the systems for recording observation of IAG delivery and undertake frequent analysis and reporting of performance
* preparing and delivering sessions within staff training programmes which specifically tackle under-performance
* providing training and support on participant and quality policies for the service including investigating changes in the sector and making recommendations for additional policies or changes to existing policies
* Work closely with the DurhamWorks Team Leaders to ensure participant voice is captured in the development and improvement of the DurhamWorks programme delivered by the Progression Team.
* The development and maintenance of a central resource of relevant good practice resources, including key documents related to the delivery of IAG.
* Support service compliance with, and preparation for, external audits liaising with the DurhamWorks Programme Support Officer.
* assessing and monitoring the use of the DurhamWorks flexible fund by the Progression Team. To identify increased areas of spending required or inefficient use of resources, liaising with the DurhamWorks Programme Support Officer.
* Support the service with promotional events, enrolment processes, celebration of staff and participant success events, liaising with the DurhamWorks Marketing Officer.
* Be committed to safeguarding and promoting the welfare of young people and vulnerable adults
* Be committed to professional self-development, making full use of training and development opportunities identified through PDR.

The above 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 Progression Co-ordinator.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above 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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Level 3 qualification in Information, Advice and Guidance (IAG)
 | * Coaching/Mentoring training and/or qualification
* Level 6 IAG Qualification
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| Experience | * Good knowledge and experience of delivering IAG to young people
* Good knowledge and experience of working with NEET young people including those in the most vulnerable groups such as Looked After, those with SEND and others.
* Detailed working knowledge of a range of quality assurance methods and techniques in the provision of IAG services to young people
* Proven ability to work with a wide range of stakeholders including partner organisations.
* Demonstrate an ability to deliver to deadlines, resolve conflict and affect change
* Ability to analyse data and work with Management Information Systems to identify areas for improvement
 | * Experience of quality and performance management in relation to the delivery of ESF programmes
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| Skills & Knowledge | * Knowledge of the challenges for young people who are NEET looking to progress into EET.
* Significant skills in engaging with staff, partners and young people
* Able to coach and mentor staff to improve quality of practice.
* Excellent interpersonal and communication skills
* Data analysis and ICT skills
* Planning and organisational skills, including report writing
* Ability to work to deadlines and exact standards with a strong focus on completing and finishing
* Ability to work unsupervised
* Ability to work accurately and effectively under pressure
* Ability to deliver training sessions to staff
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| Personal Qualities | * Excellent interpersonal and communication skills
* High Aspirations for young people
* Planning and organisational skills
* Proactive and achievement orientated
* Thinking through issues systematically, using the evidence available and applying sound judgement to make decisions and recommendations
* Communicating with impact, and skilfully influencing to bring about changes in practice
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