**Job Description**

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| **Job title** | Quality Monitoring Officer |
| **Grade** | Grade 6 |
| **Service/Team** | Learning and Skills Service |
| **Main purpose of job** | 1. Contribute to the development of effective internal and external QA (Quality Assurance) processes and procedures ensuring contract compliance. 2. Ensure quality assurance processes are followed across the Service and identified actions are addressed including actions from OTLAs, EV visits, QIPs, SARs and feedback from learner voice. 3. Planning and provision of support, training and coaching to support tutors and assessors, enabling them to quickly improve specific aspects of teaching, learning and assessment in order to impact positively upon learner outcomes. |
| **Key responsibilities** | 1. Undertake observations of teaching, learning and assessment, audits and monitoring activities to ensure contractual requirements are delivered. 2. Collate audit information, generate, and distribute regular, accurate and detailed reports with remedial action plans, highlighting findings and recommendations of corrective and preventive actions. 3. Support with training advice and assist to rectify areas of non-compliance, ensuring best practice is shared and consistency obtained across the Service. 4. Provide advice, guidance, and support on QA/funding matters to colleagues, managers, subcontractors and employers to ensure compliance with funding requirements. |
| **Key tasks** | 1. Conduct observations of teaching, learning and assessment across all contracts. 2. Support the Service collate information on compliance and KPIs for subcontracted training provision. 3. Identify areas of good practice and develop and share resources at relevant meetings and events. 4. Support with QA within the Learning and Skills Service Assessment Centre including dealing with funding and MIS requirements. 5. Carry out audit checks, funding reconciliations and sample learners work to identify issues. 6. Play a full role in external inspections and monitoring activities such as Ofsted, Matrix, awarding bodies and ESFA monitoring. |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council  The post holder must comply with the Council’s COVID-19 vaccination policy and guidance (where applicable). |