



## **JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)**

<b>JOB TITLE:</b>	Quality Officer - Restart		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Regeneration, Housing and Economy
<b>JOB CODE:</b>	EEC49QUALG7		
<b>REPORTS TO:</b>	Programme Manager	<b>LOCATION:</b>	Civic Centre, Across Borough
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Evening working will / may be required to fit in with corporate need</li> <li>• The nature of this post is such that there may be a requirement to visit other locations in the course of their duties and therefore a car mileage allowance will be applicable</li> <li>• Some home working will be allowed in line with Council procedure</li> </ul>		

### **1. Main purpose of the job role:**

- To supervise junior staff in the delivery of the Restart scheme
- To take a lead role in the quality monitoring function for the Restart Scheme
- Taking responsibility for the implementation of processes and requirements set by the contract holder and the training of delivery staff in these
- To develop links with beneficiary providers, partners / stakeholders and the voluntary and community sectors and connect these to the Restart scheme
- To take a lead role in the operational delivery and support on specified themes of the Restart Scheme
- Assisting the Programme Manager with the successful implementation of the programme activity for Walsall with guidance and support of delivery staff
- Monitoring and administering an effective financial evidence recording and payment process, as part of the Restart Scheme
- Taking responsibility for ensuring that the Restart Scheme is developed and delivered in accordance within Council procedures such as financial regulations and audit requirements, and that all relevant approvals are sought and secured in a timely manner
- Taking responsibility for the regular (monthly / quarterly) production of detailed reports and quality performance management progress updates for internal and external use.
- Developing and account managing opportunities from employers as required to ensure the availability of relevant jobs for Restart Scheme participants
- Additional caseload management as required, including conducting appointments, providing in-work support and other activities to ensure the programme achieves the KPIs set by the contract holder
- Supporting the Programme Manager and contract holder with drafting guidance, briefings and reports for internal and external partners, committees and other meetings
- Taking responsibility for the initial development and subsequent fostering / building of effective relationships with local authority colleagues, the contract holder, delivery providers, directorates and internal service managers

### **2. Role specific duties and accountabilities:**

- Working across Walsall and the wider region with local authority officers, training providers and service areas to ensure that appropriate key priorities are understood captured and set out, so that the work required in their delivery is focussed / undertaken.

- Supervision of Regeneration Assistants to outline and manage their work plans, set and ensure completion of daily tasks in addition to ensuring there is an effective level of business support to the wider Employment and Skills team.
- Taking responsibility for the development and implementation of the Restart Scheme evidence recording processes that fulfils the terms and conditions of the programme and its beneficiaries (approved recipients)
- Taking responsibility for ensuring that all Walsall projects are developed and delivered in accordance with Council: Grant Manuals, Financial Regulations, Audit Regulations, and that all relevant approvals are sought and secured in a timely manner.
- Taking responsibility for ensuring where Walsall Council is the delivery partner for a contract or project, that all Council requirements for approval are followed and obtained, and by working with the lead officers that all procedural, monitoring and accountability arrangements are set in place.
- Leading on the effective delivery of the Employment and Skills team's marketing and communications activity, through the Walsall Works brand. Including the creation and review of the team's communications strategy - in line with Council procedures, the planning of campaigns, maintenance of social media activity and ensuring Regeneration Assistant activity in this area.
- The post holder will be required to draft any required processes and procedural documents for the administration / compliance by key partners and stakeholders associated with the administration of contractual arrangements with the contract holder. This will also involve the drafting and delivering of any required briefings / guidance for participant bodies and their staff.
- Working with the contract holder to develop and implement audit frameworks and tools, and supporting contract holder with external file audits and improvements arising from the audit.
- Undertake relevant and timely training with advisors on the quality of files and participant paperwork.
- Responsibility for ensuring that the content of all briefing notes or reports is appropriate, accurate and meaningful, sense checking to ensure answers all questions posed / requested by group members and included / covered etc.
- Drafting reports with or on behalf of the Programme Manager and the contract holder, for initial consideration by the Walsall Works Management Group, Cabinet, joint committees or other such groups, to include:
  - Provide details of financial performance against targets for the Restart Scheme and other programmes with any consequences and recommendations for remedial action
  - Assisting the Programme Manager with the preparation of reports arising from the above performance processes
- Responsibility for the development, implementation and subsequent content of processes for Walsall Works and the Restart Scheme, ensuring that the responsible participant organisations understand what's required and are held accountable to achieve it.
- Responsibility for ensuring that the resultant plans to meet these actions are produced by all participant organisations and progress is then monitored, holding them to account and chasing completions and reporting on progress to the appropriate groups etc.
- To call and chair (if required) the relevant programme meetings, with the lead on quality, compliance, oversight and monitoring of the financial situation and performance
- Recommending and ensuring remedial actions if and as required
- Maintenance of audit oversight and operational planning to effectively monitor financial compliance
- Maintenance and reporting against the financial profiles individually and overall assisting with the development of the financial elements of future pipeline projects as directed by line management
- Responsibility for the creation of effective relationships with: elected members, cabinet portfolio holders, government departments, Black Country local authority officers, directors and senior managers, fostering their development to maximise the outcomes / impact and successes on behalf of Walsall Works and the Restart Scheme.
- Ensuring work actively supports / identifies local purchasing, training, and employment opportunities, progressing or passing onto appropriate officers.

- Developing relationships with employers to identify job and work experience opportunities, account managing these and linking to participants on the Restart Scheme and Walsall Works
- Handling a caseload of participants if required due to capacity issues, carrying out appointments, supporting with employability needs and progressing them onto sustained job outcomes. Requirement to meeting the contractual KPIs for caseload.
- Supporting participants in work and ensuring that they sustain until the threshold of income has been met, including support with finding new employment if needed.
- To actively support / take on duties as requested in support of the Councils Policies and Procedures.
- To take on responsibility for the delivery of additional duties as reasonably requested by your line management, commensurate with your grade

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.



JOB TITLE: QUALITY OFFICER - RESTART		GRADE: 7	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>			
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		A	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		A	3
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		A	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		A	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		A	3
<b>Abilities/Skills:</b>			
Excellent networking, advocacy, oral and presentation skills with the ability to persuade and influence.		A/I	3
A commitment to achieving excellence in service provision / delivery		A/I	3
Excellent understanding of how complex partnerships work and interact, preferably with knowledge of the Black Country.		A/I	3
Excellent time management skills, possessing the ability to evaluate options, balance competing pressures and produce the required results on time.		A/I	3
An excellent administrator with credibility, able to demonstrate where required comprehensive organisational capabilities, initiative and drive.		A/I	3
The ability to work independently with the minimum of supervision.		A/I	3
Excellent Experience of the Action Planning processes and disciplines, able to set clear tasks for others, and achieve results with the minimum of supervision.		I	3
Acts in a collegiate and collaborative way that engages with people at all levels.		I	3
An excellent negotiator with experience in a partnership environment.		I	3
Able to deliver / drive results against strict and often challenging timeframes.		I	3
Highly developed communication skills, within both the private and public sectors, understanding / utilising the appropriate language.		I	3
Clear communicator with highly developed oral skills with audiences including: senior managers, directors of organisations and Government departments etc.		I	3

Clear communicator with highly developed written and presentation skills.	A/I	3
Highly customer focused	I	3
Highly motivated, resourceful and resilient.	I	3
<b>Knowledge/Experience:</b>		
Knowledge of national and regional key issues affecting economic regeneration	A/I	3
Knowledge of skills and employment initiatives, and programmes, and the ability to apply this knowledge at practical levels.	A/I	3
Experience of operating within a political environment at cabinet member levels, with awareness and an understanding of the roles played and the tensions etc.	A/I	3
Significant understanding of the administration processes associated with the management of EU funding and other grant funding within public sector	A/I	3
Significant understanding of the policy and procedures associated with procurement of services	I	3
Significant experience in a public or private sector organisation with clear evidence of success in the delivery of effective quality administration.	A/I	3
Significant experience in the development and administration of Action Plans, with evidence of success in maintaining the quality performance by third party organisations.	A/I	3
Experience of Partnership working specifically in the development of relationships, with the ability to work within and make the most of the partnership environment.	A/I	3
Wide ranging evidence of developing and maintaining excellent working relationships within both the private and public sectors.	A/I	3
Excellent experience in the production of detailed / complex reports, progress reports, action plans, and briefing notes.	A/I	3
Significant experience in the delivery of administration processes associated with managing external and internal grants / funding within the public sector.	A/I	3
<b>Qualification:</b>		
Educated to degree level or possessing equivalent experience within the appropriate professional field	A	3
Evidence of continuous professional development (where applicable)		
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	
Awareness of, and commitment to, confidentiality and handling data	I	
Flexible approach to work including occasional evening meetings	I	2
Hardworking, self-motivated and enthusiastic approach to work	I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
<b>Prepared by:</b>	Matthew Allmark	<b>Date:</b>