



Walsall Council

JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Standard Template

JOB TITLE:	IMPACT Quality Officer (REGS02300)		
GRADE:	Grade 9 SCP 30 - 35	SERVICE AREA:	Resources & Transformation
JOB CODE:	EE124IQUAG9		
REPORTS TO:	Impact Programme Management Officer	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Evening working will / may be required to fit in with customer's needs. • Casual car allowance is payable. • Some home working will be allowed in line with Council procedures. 		

1. Main purpose of the job role:

To take a lead role in the quality monitoring function for the Black Country Impact programme.

To contribute to the implementation of the Impact Programme, focussing on links with beneficiary providers, partners / stakeholders, voluntary and community sectors

To take a lead role in the operational leadership and support for specified themes of the Impact programme and assist the Head of Programme Management with the successful implementation of the programme activity for Walsall:

- Monitoring and administering an effective financial evidence recording and payment process, as part of the Walsall delivery for Impact.
- Taking responsibility for ensuring that Impact is developed and delivered in accordance within Council procedures: Grants Manual, Financial Regulations, Audit Requirements, Tender Rules, 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.
- Monitoring the delivery of the project, both internal and external partners, ensuring they are delivered in accordance with agreed profiles and protocol, informing the accountable body of any non-compliance or poor performance.
- Taking responsibility for ensuring that any procured and contracted activity adheres to all Council requirements, approvals are followed and obtained, and by working with

the accountable body that all procedural, monitoring and accountability arrangements are set into place.

- Taking responsibilities for supporting the accountable body with drafting guidance, briefings and reports for internal and external partners, committees and other meetings
- Assisting with, calling and chairing (if necessary) the Youth Employment Initiative (YEI) / Impact Project Steering Group meetings for Walsall, including the drafting of all papers
- Taking responsibility for the initial development and subsequent fostering / building of effective relationships with Black Country colleagues, Accountable Body, Delivery Providers, Directorates and internal service managers

2. Role specific duties and accountabilities:

1. Working across the Black Country with other 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.
2. Taking responsibility for the development and implementation of a Youth Employment Initiative and evidence recording processes that fulfils the terms and conditions of the programme (as approved by the European Union) and its beneficiaries (approved recipients). Ensure compliance with YEI/Impact project health and wellbeing support protocol/pathway and data reporting requirements. Providing regular updates on performance to strategic leads and steering group and addressing non-compliance when appropriate.
3. Taking responsibility for ensuring that for the YEI / Impact projects the approvals methods, timeframes and processes (in terms of order / format / requirement etc.) are understood and complied with to enable approvals to be granted and then set into place.
4. 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.
5. Taking responsibility for ensuring where Walsall Council is the lead 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.
6. 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 external / internal funding arrangements that run through the YEI / Impact and European Union process. This will also involve the drafting and delivering of any required briefings / guidance for participant bodies and their staff.

7. Working with the Lead Accountable Body (LAB) to develop and implement audit frameworks and tools, and supporting the LAB 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.
8. 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.
9. Drafting reports with or on behalf of the Accountable body, for initial consideration by the Head of Programme Manager prior to submission to the IMPACT Steering Group, Cabinets, Joint Committee or other such groups, to include:
 - Details of financial performance against targets for each individual contract
 - Details of financial performance against targets for each collective programme ie Walsall
 - Collective details of financial programme overall ie BC
 - Consequences and recommendations for remedial action
10. Assisting the accountable body (Dudley Council) with the preparation of reports arising from the above performance processes
11. Responsibility for the development, implementation and subsequent content of Walsall delivery of YEI / Impact, ensuring that the responsible participant organisations understand what's required and are held accountable to achieve it.
12. 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.
13. To call and chair (if required) the relevant Project Steering Groups / meetings, who will lead on:
 - Oversight and monitoring of the financial 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 the accountable body Dudley Council
14. Responsibility for the creation of effective relationships with: Elected Members, Cabinet Portfolio Holders, Government Departments, Black Country Local Authority

Officers and, Directors of Regeneration and Senior Managers, fostering their development to maximise the outcomes / impact and successes on behalf of the Youth Employment Initiative /Impact.

15. Ensuring your work actively supports / identifies local purchasing, training, and employment opportunities, progressing or passing onto appropriate officers.
16. To actively support / take on duties as requested in support of the Councils Policies and Procedures.
17. 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 postholder 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.



Walsall Council

JOB TITLE: Impact Quality Officer	GRADE	
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	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - 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/I	3
Leadership - 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.	Not Applicable	
Accountability - 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/I	3
Transparency - 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/I	3
Ethical - 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/I	3
Abilities/Skills: (refer to JE guidance document)		
Excellent networking, advocacy, oral and presentation skills with the ability to persuade and influence.	A/I/T	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
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

This project is receiving up to £43.6 million of funding made up of £21.8 million from the European Social Fund and £21.8 million from the Youth Employment Initiative, plus match funding of up to £21.8 million from the National Lottery Community Fund and partners.

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
Experience of operating within a political environment at cabinet member levels, with awareness and an understanding of the roles played and the tensions etc.	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
Proven ability to work under your own initiative	I	3
Significant understanding of the administration processes associated with the management of EU funding and other grant funding within public sector	I	3
Significant understanding of the policy and procedures associated with procurement of services	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Effective officer with vigour and a passion for promoting achievement and delivery through partnership working.	A/I	3
Awareness and sensitivity, to be able to operate within a political environment working effectively with elected members, senior managers, strategic funding bodies and other organisations, partners and agencies.	A/I	3
Effective negotiating skills, at senior levels over complex and demanding issues	A/I	3
Excellent ambassador, open, engaging with an enthusing and a winning style, which can interact effectively with a wide range of stakeholders.	A/I	3
Personal and professional credibility, which will earn the confidence of key stakeholders, staff and partners.	A/I	3
Creative thinker, able to get the best results from a range of partner organisations.	A/I	3
Acts in a collegiate and collaborative style that engages with people at all levels and promotes positive relationships.	A/I	3
Clear communicator with highly developed oral skills.	I	3
Well-developed written and presentation skills.	A/I	3
Highly motivated and not easily discouraged.	I	3
High degree of probity, integrity and resilience.	I	3

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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	
Excellent experience in the production of detailed / complex reports, progress reports, action plans, and briefing notes.	A/I	3
The ability to work independently with the minimum of supervision.	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
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Educated to degree level or possessing equivalent experience within the appropriate field/s.	A/I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
Prepared by: Dean Stephens	Date: 16.09.21	