



Candidate Pack

Quality & Compliance Officer (ROAD)

www.groundwork.org.uk



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@GWKNE



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Who are we?

Our vision at Groundwork is of a society of sustainable communities which are vibrant, healthy and safe, which respect the local and global environment, and where individuals and enterprise prosper.

Our mission is to inspire people and deliver positive sustainable change in places of need across the North East and Cumbria. We're passionate about creating a future where every neighbourhood is vibrant and green, every community is strong and able to shape its own destiny and no-one is held back by their background or circumstances.

We work across the North East and Cumbria helping communities find practical sustainable solutions to the challenges they face. We provide training and create jobs, reduce energy and waste, reconnect people with nature and transform whole neighbourhoods. We are passionate about changing places and lives for the better. With over 200 staff across the region, and over 30 years' experience, we are always keen to hear from people with the drive and determination to make a difference and have lots of ways you can get involved. Many of our senior managers and executive team began their careers as volunteers or entry level project staff. By providing a range of training and continuous professional development opportunities at the local, regional and national level we are able to recruit and retain the very best.

Each year Groundwork makes an incredible difference to communities across the North East and Cumbria. We work on hundreds of individual projects each year, supporting disadvantaged communities but what's most important is how we change people's lives. Our local programmes and services are tailored to the needs of partners and communities in each locality. When all that local activity is added together, it becomes a major force for regional change.

We want you to be yourself at Groundwork and value everything that makes you unique. We recognise and celebrate people's differences and together we make Groundwork a great place to work. Groundwork are committed to safeguarding and protecting the welfare of children, young people and vulnerable adults, and expect all staff and volunteers to share this commitment.



What are we looking for?

Reaching Out Across Durham (ROAD) is an exciting employment programme in County Durham funded by the European Social Fund and the National Lottery Community Fund. Working in Partnership with 6 voluntary and community sector delivery Partners who are specialists in employment, financial and digital inclusion and volunteering, ROAD will support long-term unemployed people into or towards employment.



The ROAD Programme is tailored, personalised, and focused on the needs of our participants to ensure high levels of satisfaction, commitment and ownership. Our focus is on delivering a personalised service in which our participants see the benefits. Our experience shows that this approach ensures high levels of satisfaction and commitment, leading to better retention on programme and outcomes. You will use your skills and abilities to support various roles whilst developing and maintaining successful relationships with existing Partner Organisations, Stakeholders, local support organisations, Jobcentres, staff and participants to actively contribute to a culture of positive communication.

We are therefore seeking someone with a proven record of accomplishment in supporting staff and delivery on welfare to work or community engagement programmes. You will have excellent negotiation and communication skills whilst being innovative and autonomous in your delivery. You will be able to demonstrate experience of adapting delivery to dramatic changes and ability to support staff and a programme using Microsoft Teams and other platforms.

You will have a passion to succeed and a vocation for new ways of working that will ultimately improve overall performance and service delivery. You will demonstrate a willingness to support and help others whilst having compassion, empathy, and understanding with contacts

Like us, you will love North East England and want it to thrive. You will be keen to learn and work as part of a team, and be enthusiastic for charity initiatives and the role of benefiting communities.

What difference will you make in the role?

- Instrumental in maintaining the performance, quality and compliance on the ROAD Programme.
- Lead the programme for seven partner organisations on quality and compliance throughout the delivery processes
- Work closely with the funders, Stakeholders, partners and Support Organisations within the Partnership and wider community.
- To produce, deliver and update compliance and quality processes, ensuring that all participant paperwork is fully compliant and adheres to existing (and frequently amended) guidance issued by NLCF/ESF.
- Maintain and organise workload to ensure effective prioritisation and delivery of objectives.
- Demonstrate effective time management
- Understand the Programme key performance indicators for results, outputs and outcomes and how this cascades down to the partnership.
- Compile Quarterly compliance reports for each partner



Who you will be working for and with?

Groundwork is an organisation where everyone works together, works hard and takes collective responsibility and strives to make a difference to our local communities.



You will report to our ROAD Project Manager and work as part of our Youth Employment & Skills team supporting local people into employment, education or training. Groundwork deliver a comprehensive customer journey to participants supporting with barriers into work and education/training – delivering activities and bespoke route ways into employment.

Internally you will work with Senior Navigators, Health & Wellbeing Trainers, Financial, Digital and Employability coaches and ROAD management team. Externally you will work with 7 delivery partners including Groundwork's delivery team, other organisations and stakeholders

This is an organisation where everyone works together, gives their all, takes collective responsibility and strives to make Groundwork and County Durham better.



What will your duties and responsibilities be?

- » Working with all Navigators to ensure performance and quality targets are met, quotas and ratios are adhered to and support with ideas and solutions to maximise performance.
- » Promote Partnership approach
- » MI Analysis & Management of Data
- » Staff support
- » Support with the Quarterly submission to the NLCF of all related paperwork; taking responsibility for all participant related data, including the compilation of NLCF Annex documents.
- » To support with the development of systems, procedures and processes that will enable the team and individuals to achieve their objectives and deliver a professional and high quality service.
- » Plan, implement and deliver a Programme marketing and engagement strategy to support the delivery of the Programme, focussing on increasing engagement and referral routes for potential Participants and external organisations
- » Ensure good relationships are developed with thematic leads and partners so there is a seamless service for participants.



What skills and experience do you need to apply?



- Level 3 in Information Advice & Guidance or equivalent
- Substantial experience of using software packages in particular Microsoft Office, bespoke Customer Tracking Systems and video calling platforms
- Ability to innovate and inspire peers and participants with a patient and tactful approach to achieve positive outcomes
- Ability to engage and develop positive, trusting relationships with peers and participants

- Ability to work effectively as a member of a team within a complex, changing and challenging environment
- Ability to work on own initiative, taking responsibility for achievement of identified programme targets maintaining quality
- Knowledge in Health & Safety and Equal Opportunities legislation and practices
- A sound understanding of the employability and skills agenda
- Full Driving Licence and access to a vehicle for work purposes
- Ability to be flexible in working patterns

Appointment to this post is subject to an enhanced disclosure endorsed by the Disclosure and Barring Service.

It would be good, but not essential, if you also have:

- A recognised training qualification to support delivery to staff/participants
- Supervision and management of key resources
- Experience of quality, compliance and continuous improvement processes
- Specialist knowledge of challenges faced by one or more of the following groups: people with health conditions, BME, substance misuse, homelessness, offending.



What will we offer you...

- Competitive salary, currently £21,626 - £24,343 per annum
- 37 hours working week
- Excellent holiday entitlement of 25 days, rising to 27 days per annum plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours work
- Business travel expenses
- Better health at work activities
- Access to a Cycle To Work Scheme
- A commitment to equality, diversity and inclusion which ensures everyone can make best use of their skills, free from discrimination or harassment
- Staff life insurance scheme
- Friendly, team environment where we support each other to achieve



Want to Apply?



Great, all you need to do is complete the application pack available on our website, located here:

<https://www.groundwork.org.uk/about-groundwork/careers-across-groundwork/>

All completed applications should be sent to:

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