



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Quality Assurance Officer
<b>SALARY:</b>	£25,274.84 per annum
<b>REPORTS TO:</b>	Quality Assurance Manager (Restart Scheme)
<b>LOCATION:</b>	Tipton based, with regular travel to Dudley, Sandwell, Birmingham and Coventry

### JOB SUMMARY

- To provide an effective and efficient administrative and quality assurance services for the employment team within Groundwork West Midlands (GWWM).
- To provide quality and compliance support for employment programmes. Conduct internal audits and compliance checks.
- Carry out live observations of appointments to ensure quality of service is a high standard,
- Record all audit and observation findings and report to the Quality Assurance Manager.
- Support on customer satisfaction surveys/feedback and feed into the SAR and QIP.
- You will be required to travel to our other centers on a regular basis therefore a **car owner with business insurance is essential.**
- To ensure timely processing of data and documentation within contractual requirements, co-ordination of internal administrative systems, profile monitoring, data management, back up and tracking are conducted.
- To keep up to date, accurate records of activities, produce monthly and ad hoc reporting, internal audit, compilation and provide other administrative support as necessary to ensure the successful delivery of the employment programmes.
- To support the Quality Assurance Manager with tasks to ensure smooth compliant running of the projects.
- You will receive referral telephone calls from DWP/Prime contract holder ensuring that referrals are eligible for the programme, you will then assign participants to the relevant Employability Coach.
- Conduct in work support calls with both participants and employers, raising any concerns with the Lead Employability Coach.
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### KEY TASKS



1. Deal with any telephone referral enquiries and assign to relevant staff member.
2. Ensure that all the information required for achievement of referral to start is checked in line with compliance and required information.
3. Responsible for quality checking staff petty cash and ensure process is followed correctly, ensuring any issues are rectified before reconciling to finance.
4. Collate information to ensure an effective and efficient eligibility process is followed.
5. Compliance/complete audits and files for internal checks and external audits.
6. Liaise with Quality Assurance Manager and external organisations and staff to ensure no clawback in funding.
7. Recognise relevant key compliance criteria for all contracts, statutory and awarding bodies;
8. Recognise and contribute to the development of internal compliance processes;
9. Identify all instances of non-compliance and take responsibility for timely rectification, communicating to the relevant colleagues and highlighting staff training requirements where necessary;
10. Liaise with colleagues to improve quality and performance of service provided;
11. Work with all staff and do regular checks on time management and effectiveness of staff time – reporting all findings to the Lead employability coach and Quality Assurance manager.
12. Process data using the relevant Project Management, Customer Relationship Management or Learner Management System accurately and within contractual guidelines and internally-defined timescales;
13. Produce information for reports where appropriate;
14. Establish and maintain databases to ensure that all information held complies with funding body and internal requirements;
15. Maintain accurate and up to date electronic and paper based information systems;
16. Develop and maintain excellent relationships with primary contract provider, subcontractors, Job Centre Plus staff, and employers as appropriate ensuring the highest quality of communication at all times;
17. Support colleagues in maintaining full contractual compliance through providing information, advice and guidance where required;
18. Update external management information systems to ensure that all internal and external minimum compliance levels are exceed within contractual timescales.
19. Supporting on all project archiving systems and liaise with all prime contract holders to archive in a timely manner

### **Personal development and training**

1. Attend regular team meetings and supervision with the employment manager.
2. Work towards qualifications to assist with observations of staff and delivery of service – with the aim to improve service delivery.
3. To support the BCP of GWWM – liaise with the claims department to learn the process of claiming on each project.
4. Point of contact to assist on any other GWWM Themed projects.



### **Additional responsibilities**

1. Undertake training and development deemed necessary for the pursuance of the post
2. Comply with the Equality & Diversity Policy and Procedure in all employment practices
3. Comply with the no smoking policy
4. Meet the travel requirements required for the role
5. Ensure adherence to environmental procedures
6. Ensure that Health and Safety is observed in the course of employment
7. Undertake other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested.
8. Work with due regard for Groundwork West Midlands core values and objectives.

**This post is exempt from the provisions of the Rehabilitation of Offenders Act. An Enhanced DBS will be carried out for this post.**



## Person Specification

Note to Applicant: When completing your application form, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post. (Note: Where items appear which have not been deemed essential, you should assume they have been considered desirable).

Factor	Criteria	Ranking	Shortlist Criteria (Yes or No)	Selection method used to evidence criteria
Qualifications	5 GCSE/ Equivalent grades A-C including Maths and English (Level 2)	Desirable	Yes	Application form
	NVQ Level 2 in Business Administration/Quality Assurance or similar, also work towards quality/audit qualification in line with business needs	Desirable	No	Application form
Experience	Practical experience of internal audit, compliance and the framework for Government-funded programmes.	Desirable	No	Application form/ Interview process
	Proven experience of administrating regulated programmes to ensure contractual compliance.	Essential	Yes	Application form/ Interview process
	Experience of using database and spreadsheet packages	Essential	Yes	Application form
	Experience of working in an administrative environment	Essential	Yes	Application form/ Interview process
	Experience of external/internal audits on mandatory and voluntary welfare to work employment programmes.	Essential	YES	Application form/ Interview process
Knowledge	Knowledge of Welfare To Work provision and Job Centre Plus referral systems.	Desirable	No	Application form/ Interview process



Knowledge of regeneration issues and needs of communities and barriers facing non-working individuals	Desirable	No	Application form/ Interview process
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## Person Specification

Factor	Criteria	Essential or Desirable	Shortlist Criteria (Yes or No)	Selection method used to evidence criteria
<b>Personal Skills and Ability</b>	Able to work productively within a team environment and where there is minimal supervision.	Essential	No	Interview process
	Able to work to deadlines, dealing with competing demands and to prioritise own work programme.	Essential	<b>Yes</b>	Application form/ Interview process
	Able to communicate effectively (both written and verbal) with a variety of people internal and external to the organisation.	Essential	No	Interview process
	Able to take an innovative and proactive approach to opportunities, issues and problems.	Essential	No	Interview process
	Effective administrative and organisational skills along with an attention to detail.	Essential	<b>Yes</b>	Application form/ Interview process
	Computer literate with a practical experience of using MS Word, Excel and an ability to use other packages such as Sage, Lotus Notes, databases and web applications.	Essential	<b>Yes</b>	Application form/ Interview process



<b>Miscellaneous</b>	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A flexible approach and ability to work out of office hours including occasional evenings and weekends	Essential	No	Interview process
	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A commitment to promoting equal opportunities and diversity in all work practices, employment and partnering opportunities	Essential	No	Interview process
	Full UK driving licence, use of own vehicle for business purposes and willingness to travel as required	Essential	<b>Yes</b>	Interview process

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