



London Borough of Lambeth JOB DESCRIPTION

Job Title: Quality and Compliance Officer
Department: Economy, Culture and Skills
Directorate: Sustainable Growth and Opportunity
Business Unit: Adult Learning Service
Grade: PO2
Responsible to: Head of Quality
Responsible for:

Main purpose of post

To provide effective support to the Head of Adult Learning, Skills and Employment, Head of Quality and the rest of the Adult Learning Service management team in daily operations, with a particular focus on quality and compliance.

To support the design, implementation and development of processes and procedures which meet compliance needs for curriculum and quality assurance, standards verification, audits and regulatory requirements including contracts, inspections, moderation and monitoring checks, conditions of funding and other external funding related requirements, providers' contractual obligations and any other compliance work required across the service.

To build productive relationships with subcontracted provider partners and support the Data, Performance and Funding Manager with due diligence checks. Carry out regular contract monitoring visits to providers commissioned to deliver adult learning programmes. Support providers with their monthly quality returns and review performance data against targets, to inform production of detailed and summary provider performance reports. Using the provider performance reports, develop and implement quality improvement measures and encourage the sharing of good practice across the service.

Principal Accountabilities

Data and Management Information Systems

1. Maintain an up-to-date in-depth understanding of the contractual terms, funding and reporting requirements of the Council and of external funding bodies in relation to adult learning provision, and provide advice to Adult Learning and subcontractor staff.
2. Support the quality assurance process by ensuring that information recorded on management information systems by all providers is complete, accurate and timely in accordance with internal and external standards.
3. Support the Data, Performance and Funding Manager with provider due diligence checks and in reviewing providers' data collection and finance systems to ensure that appropriate controls are in place and records are maintained, in accordance with internal and external standards.
4. Identify and make arrangements for any training needs and offer assistance to providers on the development of local data recording, performance monitoring and quality assurance systems.

5. Conduct audits and monitoring visits of providers within agreed timescales and support preparations for external audits and inspections. Provide audit feedback and action plans to providers, monitoring action plan implementation to ensure compliance with contractual terms, external funding regulations and internal and external quality standards. Audits will include, but not be restricted to, accurate summary data and 3-yearly trends, tutor course files and RARPAD moderation.
6. Support the compilation of accurate performance management information in a clear, concise and timely manner, including returns for internal and external bodies and the preparation of reports on all learning contracts with providers.

Quality Assurance and Quality Improvement

7. Support the Head of Quality with all aspects of the annual quality cycle to ensure learners receive a consistently high quality service.
8. Schedule the annual LAL calendar to ensure the Adult Learning Service team and subcontractor staff have the correct dates and deadlines and plan accordingly.
9. Support the Head of Quality to prepare and update the service Self-Assessment Report (SAR) and Quality Improvement Plan (QIP) and ensure it is presented accurately.
10. Support the Performance Review and Quality Improvement visits with subcontractors, including data analysis to monitor performance against contract. Monitor actions arising from these meetings to ensure performance standards are met.
11. Collate and analyse subcontractors' monthly quality reports (MQRs) with support from the Head of Quality.
12. Collate, analyse and report on learner satisfaction surveys.
13. Coordinate teaching and learning observation schedules, results and action plans including monitoring the implementation of and impact of post-observation action plans and the collation of observation reports and statistics across the service.
14. Arrange observer training and observation moderation sessions across providers.
15. Support the Adult Learning Service with the continuous development and maintenance of the virtual learning environment (VLE) and of Sharepoint and any other shared platforms, ensuring all centralised resources are kept up-to-date.
16. With direction from the Head of Quality, offer basic training to the Business Administration Apprentice so they can support the Compliance Officer with the VLE, website updates, and central email management.
17. Support the Curriculum Innovation and Partnerships Lead in advising all relevant subcontractor staff in the use of the VLE and shared platforms.
18. Support the Adult Learning Service management team to arrange events, training and meetings, including, but not exclusively, Provider Meetings, Staff CPD, Curriculum Planning and Learner Forums. Take meeting minutes and collate, analyse and report on events including attendance and feedback.
19. Support the Adult Learning Service management team in planning and preparing for commissioning.

Generic Responsibilities

Duties expected to be undertaken by all council employees:

- To carry out the duties of the post in accordance with the General Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, Safeguarding and Prevent and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy.

- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relationships.
- To actively promote and uphold the Council's code of conduct, values, priorities and service standards.
- To undertake other duties appropriate to the grade as directed by management.

Dimensions

Staff Management responsibilities

The Quality and Compliance Officer has no direct line management responsibilities.

The postholder may be required to support staff and consultants in respect of key projects appropriate to the level of the grade.

Budgetary responsibilities

The Quality and Compliance Officer has no responsibility for managing budgets.

Other

The postholder should be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.

The postholder's decision-making authority is determined by Council policy and procedures.

PERSON SPECIFICATION
Compliance Officer
P02

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under Disability Confident Scheme, you will need to give evidence or examples of your proven experience in the areas marked with a (✓) on the person specification when you complete the application form.</p>			<p>Shortlisting Criteria</p>
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Relevant qualification at Level 3 or above, and English and Maths qualifications at Level 2.	A ✓
	K2	Good understanding of the types of compliance required within a local authority adult learning service and by external agencies such as Ofsted and funding and awarding bodies.	A ✓
	K3	Good knowledge of quality systems and processes, ideally in an adult learning/skills context, and how these relate to the quality cycle.	A ✓
	K4	Sound technical knowledge of online platforms used to store, access and share information including a virtual learning environment, Sharepoint, Teams, website and relevant social media.	
	K5	Understanding of the purpose and aims of adult community learning and employment related training, particularly in the context of people facing disadvantage.	
Relevant Experience	E1	Experience of conducting or supporting internal and external audits, data and funding returns, monitoring visits, Ofsted inspections and other regulatory obligations and quality assurance activities.	
	E2	Sound experience of using management information systems to record, verify, analyse and present data, using bespoke MIS systems and Microsoft Office software to support quality assurance and compliance processes.	A ✓
	E3	Demonstrable experience of scheduling and organising events, training sessions, meetings and monitoring visits and of collating, analysing and reporting on performance data and	A ✓

		feedback, making recommendations for improvement.	
	E4	Proven experience of providing effective support to colleagues and of building constructive relationships with external partners and agencies, promoting the organisation in a positive manner.	A ✓
	E5	Experience of using a range of online platforms, ensuring information is current and up-to-date and of advising end users on their use.	A ✓
Core Behaviours		<p>Focuses on People</p> <p>Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.</p>	
		<p>Takes Ownership</p> <p>Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p>	
		<p>Works Collaboratively</p> <p>Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p>	A ✓
		<p>Communicates Effectively</p> <p>Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p>	
		<p>Focuses on Results</p> <p>Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.</p>	