

Job Description and Person Specification

Compliance and Fidelity Officer
Connect to Work

A Lambeth to be proud of



Job Title: Compliance and Fidelity Officer

Department: Skills and Employment, Economic Inclusion

Division: Economy, Culture and Skills

Business Unit: Climate and Inclusive Growth

Grade: PO1

Reports to: Connect to Work Service Manager

Responsible for: N/A

Context

The Skills and Employment team play a key role in achieving the ambition laid out in our borough plan, Lambeth 2030, to **'Make Lambeth a Place We Can All Call Home'**. This means making the borough a place of inclusive economic development and opportunity, with local communities benefitting from opportunities across our borough, including in our future growth industries. We're building a more inclusive economy which can benefit everyone, guided by the **Lambeth Inclusive Talent Strategy** and the **Lambeth Growth Plan**.

Nationally, economic inactivity due to ill health has risen significantly, and we see the effects of this locally - particularly for residents with disabilities and long-term health conditions. We know that the rising cost of living continues to affect our communities, with financial resilience a growing challenge for many. We also know that employment plays a key role in reducing inequality, improving health and wellbeing, and strengthening community resilience.

Connect to Work is a new five-year, national employment support programme funded by the Department for Work and Pensions offering long-term, focussed support for Lambeth residents facing the greatest barriers to employment. Connect to Work in Lambeth will be delivered through a hybrid model of direct delivery through the BeLambeth Employment Support Service and local commissioning, ensuring residents receive tailored, high-quality advice that meet their individual needs and provides support to move into and sustain employment.

Job Purpose

The Compliance and Fidelity Officer will work closely with the Supported Employment Service Manager to develop and oversee the quality and compliance of the Connect to Work Supported Employment programme, ensuring that direct delivery and commissioned programmes align with Individual Placement Support (IPS) fidelity standards, Supported Employment Quality Assessment Framework (SEQF) requirements and grant funding obligations. The Compliance and Fidelity Officer will lead on compliance monitoring and quality assurance, conducting monitoring visits, fidelity audits, and work closely with operational teams and commissioned providers to drive continuous improvement to safeguard the quality, integrity, and impact of employment support delivered to Lambeth residents through Connect to Work.

Principal Responsibilities

- Develop, maintain, and implement a compliance monitoring framework to ensure the quality and compliance of operational delivery (direct delivery and commissioned) including activity recording, outcomes reporting, and financial claims.

- Lead on co-ordination and implementation of a regular schedule audits against IPS fidelity review tools and SEQF standards, providing detailed feedback and action plans to Service Manager, Team Leaders and commissioned providers. .
- Develop a programme of support including guidance, resources and training for internal team and commissioned providers to demonstrate best practice in their delivery, fully understanding and adhering to programme compliance, fidelity and quality assurance requirements
- Establish process, schedule and accurate digital record-keeping of compliance checks, audits, issues identified, and improvement actions, escalating any serious compliance risks or breaches to the Service Manager and assisting with investigations or corrective action in line with programme and GDPR regulations.
- Work alongside Service Manager and Team Leaders to monitor recording of all programme registrations, activity and outcomes, ensuring eligibility evidence, assessment documentation, and employment outcome records meet required standards and implementing support for internal teams and commissioned providers to address any issues.
- Develop and maintain positive and productive working relationships with key stakeholders including Department for Work and Pensions and Central London Forward on programme monitoring, reporting, and auditing.
- Contribute to service development, working collaboratively with Service Manager, internal delivery teams and commissioned providers to promote best practice and foster a culture of ambition, accountability and continuous quality improvement based on audit findings, resident feedback, and performance data.

Additional Responsibilities

- Contribute positively to self, and career development, participating in training and taking up learning opportunities including those identified through Lambeth's Performing Well process.
- The postholder will not have any established direct reports but may be required to provide direct supervision and support to interns (including those on Supported Employment placements), apprentices, and work experience placements.
- Ensure all duties and responsibilities comply with the Council's policies and procedures.
- Proactively promote and adhere to the Council's equal opportunities and diversity policies, ensuring anti-discriminatory practices within the service.
- Undertake additional duties as required, commensurate with the role's grade.

PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Knowledge of compliance and quality assurance frameworks within employment support, welfare-to-work, or public services.	✓A
	K2	Knowledge of Individual Placement and Support (IPS) principles and/or Supported Employment Quality Assurance Framework (SEQF) standards.	✓A
	K3	Knowledge of GDPR, data protection, and confidentiality requirements in employment and skills settings.	
	K4	Awareness of local government structures, commissioning processes, and programme delivery	
Relevant Experience	E1	Demonstrable experience of conducting compliance monitoring, audits, or fidelity reviews in employment support or similar sectors.	
	E2	Experience of monitoring performance on delivery and/or commissioned contracts, ensuring compliance and driving continuous quality improvement	
	E3	Experience of producing high-quality audit and monitoring reports, maintaining robust and detailed compliance records to meet programme requirements and legislation.	✓A
	E4	Experience of supporting performance improvement, risk assessment and mitigation, and overseeing corrective actions following compliance reviews.	✓A
	E5	Experience of working independantly under own direction, managing multiple priorities and meeting deadlines.	
Qualification		No formal qualification is necessary for this role however a good standard of literacy and numeracy (equivalent to GCSE C or above) and strong IT skills are required and will be assessed at interview.	

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way	

		• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	