



Quality Improvement Officer

Commissioning and Performance, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To provide a comprehensive monitoring and contract management service that focuses upon the quality of support and care within the Council commissioned services for vulnerable adults (both younger adults and older people), carers and communities; to ensure best practice, the safeguarding of individuals and maintain individual health and wellbeing.

To ensure contract compliance, raise quality and standards within commissioned services in accordance with specified contract requirements, service outcomes, national standards and legal requirements.

Accountable to:

This role is accountable to the Quality Improvement Manager. The role sits within Commissioning and Performance, part of the Peoples Directorate in West Northamptonshire Council. There is no direct line management in this role.

Responsibilities:

1. To take the lead role in effectively monitoring the quality and effectiveness of contracted services. These systems will include quality audits, reviews and improvement plans for services and providers in relation to local and national objectives improving outcomes for the quality of life for service users and customers.
2. To carry out planned or unannounced visits to commissioned services to assess the quality of the service provided and to observe and monitor customer/service user satisfaction. This will include site visits and face to face meetings with service users, families, staff, and stakeholders.
3. To identify serious and urgent risks within contracted services, and to agree improvement plans where appropriate, or escalate urgently concerns to line managers as appropriate.
4. To fully record all contract monitoring activities, agreed action plans, safeguarding concerns and remedial actions.
5. To take the lead in developing and disseminating good practice across providers through forums and other sources of communication. This may involve liaising with other authorities and agencies.
6. To ensure that all contracted providers provide the Council with information as required in the Council's performance indicators.
7. To contribute to the development of any new procurement or monitoring process carried out by the Commissioning, Quality, and outcomes division.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
High level of interpersonal skills with the ability to liaise with, form and sustain relationships with stakeholders, organisations, and service user/customer groups.	E	A, I
Report writing and verbal reasoning ability.	E	A, I
The ability to chair meetings ensuring the engagement and participation of all attendees which may include an individual or group of vulnerable adults, or carers.	E	A, I
Understand the issues and challenges facing individuals accessing support and care services	E	I
Able to work under pressure, achieve deadlines and continuing prioritisation of workload based on risk analysis.	E	A, I
Able to work on own initiative, seeking advice when appropriate.	E	A, I
Excellent interpersonal skills at all levels, to maintain a professional, empowering, yet collaborative relationship when dealing with service providers and their staff.	E	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A,I

Knowledge:	Essential / Desirable	Measured by
Understanding of the relevant legal, commercial, operational, and social community aspects of service delivery	E	I
Knowledge of national standards and legislation and current policy relating to support and care services	E	I

Relevant experience:	Essential / Desirable	Measured by
Experience of analysing, collating information and communicating to others.	E	A
Experience of working with providers or quality monitoring of providers	D	A
Experience of working in an environment related to at least one of the vulnerable groups covered by the Commissioning and Performance	E	A

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A level standard or equivalent experience in Quality improvement	D	A,D
Full driving licence	E	A,D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Additional pre-employment checks specific to this role include:

Standard Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	WNC Band 7	Worker type:	Part-flexible
Salary range:	£38,234-£40,778	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

