

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Quality Improvement Manager

Commissioning & Performance, People's 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.



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Purpose and impact:

Overall, Purpose of the Job

This job is to oversee social care quality across West Northamptonshire, providing a holistic view of quality concerns, operational contract management and areas for strategic improvement within the provider market.

The Quality Manager will be a key partnership role working alongside the ICB Commissioning Lead, the Quality Manager will work to priorities set by the lead Service Manager within the Commissioning & Performance Team.

This post will work within and contribute to a clear and cohesive joint quality framework which will then be followed by all relevant officers to provide clarity and consistency and be responsible for periodic reviews of the value and impact of agreed processes to assure continuous learning & improvement across the Quality Improvement Strategy.

The role will work within a range of Joint Quality Boards established to monitor and review outcomes and determine appropriate actions in response to issues and concerns and ensure that there is a timely and regular information & communication on all key and related issues.

In conjunction with the responsible Service Manager the Quality Manager will lead, develop, agree, monitor, and sustain comprehensive frameworks for:

- Contract Compliance Frameworks
- Contract Monitoring Schedules
- Quality, Standards & Outcome Frameworks
- Develop & implement an Audit Framework, and ensure that there is rolling programme of audits undertaken and all outcomes effectively communicated and integrated into improvement planning
- Feedback mechanisms/early warning & alert mechanisms
- Lessons Learned approach

The post holder will provide and assure that there is a clear, consistent, and comprehensive approach to contract compliance, quality & safety, and this is understood, accessible and utilised by all CQO & (with agreement) ICB Officers as part of their core duties.

As a quality management driven role, the post holder will have a day to day responsibilities including developing systems and processes for monitoring teams to gather feedback, data analysis and reports on organisational performance and market trends or concerns. This will include understanding good practice for quality frameworks and learning from other areas. As the lead expert and advisor on quality for the service the post holder will also work closely with the responsible Service Manager to shape market improvement, development and quality initiatives to drive standards and sustainability.

Accountable to:

This role is accountable to the Service Manager responsible for Provider Support & Health Integration.

The Services Manager is responsible for the direct line management of the Quality Improvement Team, Business Support for the Commissioning Team, Brokerage and Payments Teams. The role sits within Commissioning & Performance part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. Accountable as the strategic lead for quality across the commissioning function with responsibility to shape market improvement, the development and quality initiatives to drive standards and sustainability across Adult Health and Care provision ensuring that adequate data intelligence is gained, alongside audit processes to give an accurate picture of quality across the service portfolio, and target resources and remedial support where most needed.
2. Clarify and agree Quality Frameworks based on best practice evidence, analysis, and service reviews to ensure that future commissioning is quality focused, outcomes-led, and will meet the changing needs of the local population in West Northants.
3. Responsible for leading all aspects of quality across market areas and that issues, themes and areas of provider weakness are monitored and escalated to the Senior Management for awareness as required and ensure that future development and provider training session address identified issues. To make the Service Manager aware of significant and likely market failure and the consequences on social care provision, clients and budgets including the creation of 'need to know' reports for the SLT
4. To proactively build and strengthen partnerships across Public Health and the ICB to agree and establish joint approaches for quality frameworks and monitoring where joint working is taking place or planned and ensure that there is an integrated view of common issues and opportunities for improvement across all service areas within the adult remit of responsibility
5. To ensure that arrangements are in place for the timely and effective sharing of relevant information across health and care commissioning, contract and quality teams, on all key issues relating to Monitoring Outcomes and Contract Quality.
6. Lead and sustain effective partnership working across all key stakeholders and explore, develop, and agree common documentation wherever possible, reducing duplication and maximising resources
7. Contribute to and attend all Joint Quality Boards ensuring that sharing of information is guaranteed that all reports and review outcomes are escalated appropriately and decision making where areas of concern are raised and evidenced are discussed.
8. Ensure there is an environment which supports innovation and leads to continuous improvement within the Team and with key stakeholders.
9. To develop and propose initiatives based on invest to save models of good practice within the markets with a focus on the learning and development, good management practice (such as effective tools for Managers to assess and manage the risks associated with their services and ensure that these are recorded, regularly reviewed, and reported as required) and leadership skills that can help create a sustainable market working in partnership with the Council.
10. Develop and embed mechanisms to support provider sustainability and respond to Provider Failure whilst assuring business continuity.

11. Lead, manage and supervise allocated team including performance management of the services and workforce as relevant to the service area.

12. 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
Demonstrable ability to analyse and manipulate complex data to produce management information to inform strategies and plans.	Essential	I, T,
Proven experience of producing complex reports.	Essential	I,
Ability to work across a complex system and people with diverse and conflicting interests.	Essential	I, A,
Able to influence decisions at a senior level.	Essential	I, A
Experienced negotiator and networker, with a proven track record in developing the viability and long-term sustainability of projects.	Essential	I
Proficient in the use of Word, Excel, PowerPoint, and other office packages.	Essential	A
Proven ability to solve problems and overcome barriers to progressing work programmes and project plans.	Essential	A, I
A detailed and inspiring leader with an open, delegating, and empowering style which promotes innovation and local leadership and generates enthusiasm and commitment to ensure contract targets and milestones are achieved	Essential	A, I
Demonstrable ability to influence people and direct change within service delivery and develop positive relationships with a range of partners and stakeholders	Essential	A, I
Demonstrable ability to engage and influence at a senior level with both internal and external stakeholders.	Essential	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.		A, I

Knowledge:	Essential / Desirable	Measured by
Detailed, extensive understanding of the legislative frameworks and statutory requirements relating to adult social care services, particularly CQC regulatory frameworks and Public Contracts Regulations.	Essential	A, I
Knowledge of Voluntary sector service options.	Essential	A, I
An understanding of and commitment to Health and Safety.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Substantial demonstrable experience of leading change in a complex organisation or partnership in the public / voluntary sector proven experience of working in partnership across social care and health to improve outcomes for people.	Essential	A, I
Substantial experience of programme / project and change management.	Essential	A, I

Substantial and demonstrable experience of commissioning and commissioning cycles or managing services and complex projects including performance / contract management	Essential	A, I
Experience of conducting provider reviews and contract monitoring	Essential	A, I
Experience of developing strategic and operational policies and procedures	Essential	A, I
Experience of managing a range of staff, setting clear priorities and objectives and negotiating and implementing effective outcomes	Essential	A, I
Management experience in either a social care or health care setting involving contracting and management of performance and quality assurance issues	Essential	A, I
Experience of managing large budgets.	Essential	A, I
Experience of working within a multi-agency safeguarding or health governance policies and procedures.	Essential	A, I
A solid understanding of the relevant legal, commercial, political, operational, and social community aspects of a similar diverse and complex environment.	Essential	A, I
Working within an accountable organisation with complex stakeholder and suppliers relationships applying relevant knowledge areas.	Essential	A, I
Detailed, extensive understanding of the legislative frameworks and statutory requirements relating to adult social care services.	Essential	A, I
Understand the scope of the Care Act, Public Contracts Regulations, and the remit and requirements of the Care Quality Commission.	Essential	A, I
Knowledge of partnership arrangements in relation to working with NHS.	Essential	A, I
Experience of multi-organisational working particularly when there are differing priorities.	Essential	A, I
Ability to manage and maintain highly performing teams.	Essential	A, I

Education, training, and work qualifications:		Essential / Desirable	Measured by
Degree level or equivalent in a relevant subject related to the role or extensive experience post degree in relevant roles.		Essential	A, I
Professional or Management qualification related to Commissioning, Procurement or Programme Management role or extensive experience in management of similar functions or Provider services.		Essential	A, I

Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role. Ensure service provision, practice and standards meet statutory requirements and that all professionals in the field act together in safeguarding and securing the well-being of all adults that may require Adult Social Care services	Essential
Health & Safety	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.	Essential

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:

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Band 10	Worker type:	Part-flexible
Salary range:	£52,194-£55,943	Budget responsibility:	Yes
People management responsibility:	Yes		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work 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”

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.

