



**Job Title:** Quality Assurance Officer - Essex

**Reporting to:** Head of Service

**Place of Work:** Chelmsford

**Role Overview:**

- To work alongside the Head of Service to ensure Quality Assurance is robust (throughout the Essex contract) and that quality monitoring is taking place across its operational areas of responsibility, whilst continually improving to drive successful outcomes across all contracts to established quality standards.
- To identify all quality issues and risks and identify and implement improvement strategies.

**Principle Accountabilities:**

- Conducting schedule quality audits across all delivery including observation.
- Self-assessment and continuous improvement activity and support for partners including coaching both face to face and via telephone interviews.
- Work on a Sustainable Development Champion for the project and Sustainable Development group chair.
- Monitoring the performance between different demographic groups through Equality & Diversity Impact Measures.
- Monitoring of comparative data for specialist end-to-end cohorts against general cohorts.
- Work on social media sites and marketing including delivery of newsletters and working with the Marketing Manager
- Work with the Partner Project Managers to initiate Performance Improvement Plans (PIPs) against each area of underperformance, based on root-cause analysis, where appropriate ensuring they are qualitative.
- Monitor feedback through quality assurance audit activity to ensure it is being actioned effectively alongside Head of service.
- After reviewing participants and case studies, Production of case studies demonstrating the impact of the project on individuals.
- Conduct randomised sampling of participant records with end-to-end partners to assure quality of the participant journey and ensure a valid audit trail exists in all cases.
- Conduct comparative reporting across sites/partners against milestone targets will help identify best practice to inform discussions.



- Coordinate regular themed focus groups across the county, supported by trained participants, to inform service development for different groups of participants.
- Be responsible for systematic audit to manage the projects effective implementation.
- Assess future capacity and capability, and will risk-band partners to indicate the level of support to be provided and the level of scrutiny required to ensure full compliance in the future.
- Promoting the project through external engagement and attending events to source referrals for end-to-end partners.
- Completing ad-hoc administrative tasks for the project and maintaining the database used to track and monitor client files and progression.

### **General Responsibilities:**

- Attend training as identified through reviews with your line manager and the Ixion appraisal process, or as identified by the prime contractor.
- Work flexibly across offices, as and when directed by your line manager.
- Undertake any other responsibilities and ad hoc duties as required by the Director responsible.
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times.
- Understand and adhere to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times.
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying, Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times.
- Strictly adhere to all Ixion processes and procedures.
- Ensure that you work to the Ixion Group's vision, values, objectives and priorities and are strongly committed to them.
- Ensure complaints are escalated and dealt within the SLA's.
- Be responsible for personal Continuous Professional Development to enhance performance in job role, competence and potential in line with Ixion core professional standards of competence.
- Understand and adhere to all responsibilities to ensure that the quality requirements of Ixion's Quality Assurance Framework, the prime contractor, funding body, Big Lottery Fund, Investors In People, OFSTED, MERLIN, Matrix, DWP Quality Framework, or any other contract stakeholder, are maintained.

### **Core Competencies**

All IXION employees are required to demonstrate a number of core competencies

- **Leadership:** This role mostly works through assumed line management responsibility and thus a collaborative approach is vital.



- Self management – manage workload effectively
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub c ontr actors and all key stakeholders.
- Customer focused – committed to understanding client aspirations, supporting their needs.

### **Attitudes & Behaviours**

- Represent IXION in a professional manner on all occasions.
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communication s, sharing good practice across the organisation and with externally.

### **Experience and Qualifications required**

#### **Essential**

- Excellent IT skills that include Word, E xcel, and Outlook.
- Ability to meet tight deadlines, prioritise work and work under pressure.
- Good team player and able to work on own initiative.
- Customer focused with excellent communication and interpersonal skills.
- Excellent organisational skills.
- Ability to multi-task.
- Good attention to detail & accuracy.
- Good time management.
- Must have a clean current driving licence and a car available for business use.

#### **Desirable**

- Experience of working within the geography
- Experience of working with Welfare to work contracts

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IXION is committed to safeguarding and promoting the welfare of all learners/customers, and expects staff to share this commitment.

All Roles will require a basic DBS Disclosure check due to the nature of the work to be undertaken.