

## Job Description

**Job Title:** Quality and Continuous Improvement Officer - Adult Learning

**Reports to:** Quality and Continuous Improvement Manager

**Salary:** £23,000.00 to £28,000.00 per annum

**Location:** Home based with UK wide travel

### Purpose

This role provides monitoring and assessment of operational quality assurance compliance, and the delivery of continuous improvement initiatives across a range of Shaw Trust services contract delivery. This includes the achievement of related standards, outcomes and the correct use of processes and systems to ensure full quality compliance meeting and exceeding contractual obligations. This person will specifically support the delivery of contracts and services within Adult Learning, Justice, National Careers Service, Building Better Opportunities.

This person acts as a champion of the continuous improvement culture and works to optimise the beneficiary experience and service delivery within Shaw Trust contracts and their supply chains to ensure a high-quality experience at all times, in line with the Shaw Trust Strategic Directive 2030.

### Main Duties and Responsibilities

1. Monitor and maintain the Quality Management System and operating procedures across all Adult Learning, Adult Learning Loans, Justice, National Career Services (NCS), Building Better Opportunities (BBO) contracts, and other commercial provision.
2. Ensure that the beneficiary journey for all participants on your designated contracts are delivered in line with the organisation's and other quality related standards.
3. Identify and share good practice within your designated contracts and ensure these are also shared more broadly across the organisation.
4. Design, monitor and support continuous improvement activities with line manager and operational managers and their staff in partnership with the wider Operational Support Service. Conduct evidence based quality checks (e.g. observations, file audits, quality monitoring etc) in line with the established quality monitoring calendar.
5. Identify staff training needs and assist with the delivery of training and coaching to develop and improve the effectiveness and quality of contractual delivery.

6. Contribute to the systematic collation, analysis and monitoring of feedback from beneficiaries, employers, and other stakeholders and ensure that results are used to drive continuous improvement within your designated contracts.
7. Evaluate evidence and data from a range of sources to produce concise evaluative reports on the quality of your designated contracts as required.
8. Create, manage and monitor effective continuous improvement plans (including actions for improvement following audits and monitoring) with operational managers and delivery partners, to improve quality compliance and performance.
9. Support operational management and supply chain partners to complete effective self-assessments from which to evaluate and drive appropriate improvement programmes.
10. Support the tracking and monitoring of the quality of e-learning activity to ensure maximum usage and career pathways are fully utilised.
11. Undertake observation of interactions across your designated contract to monitor and report on the support being offered and provided to beneficiaries and from which to drive improvements.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;"><b>Person Specification</b></p> <p style="text-align: center;"><b>Job Title:</b></p> <p style="text-align: center;">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Demonstrable success in supporting the improvement of performance and quality in education and training and related services to achieve and exceed contractual and organisational objectives. <b>(E)</b></li> <li>• Demonstrable success in engaging staff and customers in service improvement activities. <b>(E)</b></li> <li>• Knowledge of continuous improvement practices. <b>(E)</b></li> <li>• Relevant level 5 education and training qualification. <b>(D)</b></li> <li>• Relevant quality qualification. <b>(D)</b></li> <li>• Coaching and mentoring qualification or willing to undertaken Apprenticeship at level 4 or 5 coaching and mentoring. <b>(E)</b></li> <li>• Leadership and management training/qualification or willingness to undertake training. <b>(D)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience/knowledge of operational delivery and quality management within education and training sectors (Ideally covering- Adult Learning, Adult Learning Loans, Justice, National Career Services (NCS), Building Better Opportunities (BBO) contracts, and other commercial provision). <b>(E)</b></li> <li>• Knowledge of quality assurance and service improvement approaches. <b>(E)</b></li> <li>• Experience of ISO 9001 and Investors in People. <b>(D)</b></li> <li>• Experience of Ofsted regulatory requirements <b>(D)</b></li> <li>• Experience of Matrix and Merlin standards. <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to work flexibly to cope with the varying demands of the role and achieve desired results. <b>(E)</b></li> <li>• Experience of influencing in a contracted service delivery environment. <b>(E)</b></li> <li>• Experience of making presentations to stakeholders with success in delivering messages effectively. <b>(D)</b></li> <li>• Ability to support operational managers to maximise their staff's performance and ensure quality of delivery. <b>(E)</b></li> <li>• Ability to identify staff needs and assist with the delivery of training to support performance improvement. <b>(E)</b></li> <li>• Ability to set, monitor and report on performance and on improvement</li> </ul>

<p>targets. <b>(E)</b></p> <ul style="list-style-type: none"> <li>• A motivational, flexible and problem solving approach. <b>(E)</b></li> <li>• Excellent communication skills at all levels, verbal and written. <b>(E)</b></li> <li>• Skilled in negotiating and influencing discussions. <b>(D)</b></li> <li>• Excellent organisational and time management skills demonstrating ability to produce work to high quality standards. <b>(E)</b></li> <li>• Ability to work on own initiative and within a team. <b>(E)</b></li> <li>• Good IT skills including competent use of MS Word, PowerPoint, Excel, Visio, Teams. <b>(E)</b></li> <li>• Good attention to detail, English writing skills, report writing and planning skills. <b>(E)</b></li> <li>• Skilled in analysing and reporting on data. <b>(E)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Positive attitude to equality within employment. <b>(E)</b></li> <li>• Flexible, adaptable and innovative. <b>(E)</b></li> <li>• Excellent interpersonal and communication skills demonstrating the ability to convey complex messages clearly. <b>(E)</b></li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>• This post requires a Disclosure and Barring Service Check at a Basic level <b>(E)</b></li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. <b>(E)</b></li> <li>• Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. <b>(E)</b></li> </ul>