

# Job Description – Quality and Compliance Auditor Coordinator

## National Careers Service

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Post	Quality and Compliance Auditor Coordinator
	National Careers Service West Midlands
Job Purpose	To ensure Prospects and its NCS sub-contractors meet compliance requirements of the NCS contract, quality standards and company objectives
Location	Birmingham
Line Manager	Quality, Compliance & Training Manager
DBS Disclosure	Enhanced

To comply with and understand Prospects safeguarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

### Job Description

- To support the QCT Manager, develop and implement systems and processes to support staff, the organisation, and its sub-contractors to meet National Careers Service contractual requirements
- Support the QCT Manager in delivering a high performing quality service
- Undertake robust audit practices to ensure low risk status is maintained across all the contract outputs
- Support all teams to implement strategies and procedures to improve contract compliance within Prospects and its supply chain
- Work alongside the Quality and Compliance Co-ordinator (Training) to implement Q&C systems and procedures and ensure that contractual requirements are appropriately addressed via training delivery
- Support the QCT team to implement the Quality Improvement Plan for the National Careers Service in the West Midlands
- Collaboratively work and support the QCT working with QPMO and wider Prospects team to develop and implement processes to meet external quality standards
- Implement processes to meet all Ofsted requirements for the service, including managing data required from the MI Team
- Implement actions to support quality processes such as Matrix; ISO standards, health & safety; equality & diversity; safeguarding; data protection and any other policies required for the service

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- Provide ongoing support to Prospect and sub-contractor staff to meet quality and compliance objectives
- Ensure appropriate and relevant documentation and record keeping is adopted to monitor quality and compliance
- Contribute to the development and implementation of administrative systems to enhance service delivery
- Supporting team to ensuring customer feedback informs service delivery
- Liaise with other staff where appropriate and attend internal team meetings
- Represent the company as required
- Ensure adherence to the company's equalities and diversity policy
- Other duties commensurate with the level and nature of the post.

### Personal Specification

- Experience of internal audit and compliance within a similar role
- Experience of implementing quality standards
- Demonstrable understanding of delivery of careers information, advice, and guidance
- Ability to understand, source and use data
- Able to provide high level advice and guidance on quality processes and procedures
- Able to communicate, network and negotiate effectively with individuals and groups and staff at all levels, within the company and outside
- Good written and verbal communication skills
- **Prepared to travel within the NCS West Midlands including Staffordshire area**
- Able to represent the company and establish and maintain effective working relationships.
- Able to balance and respond appropriately to the sometimes-competing demands from colleagues
- Good organisational skills including record keeping, establishing, and using effective administrative systems
- Able to prioritise, plan and organise own work to meet deadlines and targets
- Competent in the use of ICT systems and packages – particularly MS Dynamics CRM and Excel
- Able to work in a team and support colleagues
- Consultative style
- **Commitment to continuous improvement**

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- Education level at or above minimum level 3 or relevant sector experience
- Willing to undertake professional training to maintain standards
- An understanding of and commitment to promoting equality and diversity