

# 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