



Job profile

NEA Quality Assurance and Monitoring Supervisor

Grade H

Group: Communities and Environment

Service: Economic and Housing Growth

Location: Civic Centre

Line Manager: Employment & Enterprise Services Team Manager

Car User Status: Casual

Job Purpose

Supervise and deliver quality assurance and monitoring activities for the Gateshead Trading Company (GTC) Department for Work & Pensions (DWP) New Enterprise Allowance (NEA) contract. Assess and monitor supply chain and direct delivery against contractual obligations and compliance requirements.

The key measures of success for this post are: quality audits; contract compliance; minimum service levels; customer and stakeholder satisfaction

The key roles of this post will include:

1. Support the Team Manager to monitor quality and delivery against contractual obligations across the North East, including supervising a team ensuring contract compliance on their behalf.
2. Independent assurance, conducting and proactively addressing results from periodic audits across contract and supply chain to ensure systems and records meet compliance, audit and contractual requirements.
3. Support Team Manager to drive contract and supply chain performance and quality improvement
4. Proactively monitor and address results from DWP quality audits, validation check and reviews e.g. Provider Assurance Team and Merlin
5. Establish and operate internal and DWP systems (e.g. PRaP) for effective contract management, compliance and monitoring, including the complaints process and Data Security Plan.



6. Prepare, submit and present monitoring information and/or reports to a range of audiences as required.
7. Build and maintain relationships with the supply chain, a range of stakeholders across the North East and DWP and also be the main contact for DWP on contract compliance queries.
8. Such other responsibilities which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- National & local enterprise, business and start up support
- Business planning
- Interventions and activities to help people start a business

Experience

- Operating within a business start-up support/enterprise / welfare to work environment
- Contract/programme/ project management and monitoring
- Partnership Working
- Working Collaboratively
- Supervising staff
- Prioritising workload and working to tight deadlines
- Working on own initiative as well as part of a team
- Preparing and presenting reports to a range of audiences

Qualifications

- Minimum NVQ 3 or equivalent qualification

Desirable:

Knowledge

- DWP New Enterprise Allowance Programme and/ or Welfare to Work Programmes
- DWP Provider Assurance Team and /or Merlin

Experience

- Working to compliance and audit requirements
- Operating within a commercial and/or payment by results environment



- Supply chain management

Qualifications

- Degree or equivalent qualification



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences