2021 VAC 269 **Job Description**

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| **Job title** | Quality, Performance and Achievement Manager |
| **Grade** | Grade 9 |
| **Service/Team** | Organisational Support  |
| **Main purpose of job *(i.e why is post required?)*** | * Support the Service Manager in the achievement of the Service’s vision, strategies, policies, business plans and its annual goals and objectives.
* Support the Service Manager in implementing appropriate quality assurance arrangements and implement continuous development, delivery and evaluation of the Service's systems and procedures.
* Line Management responsibility for the Engagement Officers, Assessors, Quality Monitoring Officer, Data Funding Officer, Contracts Assistants
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| **Key responsibilities *(i.e what does the post broadly do to achieve its purpose?)*** | * Manage and monitor all aspects of contract performance, including subcontractor performance, via regular contract reviews, and the performance of the Council's own assessment centre.
* Be the Designated Safeguarding Lead and ensure that all requirements around Safeguarding and Prevent are fulfilled.
* Manage the Quality Monitoring Officer, Engagement Officers and the Learning Champion to ensure that all other aspects of quality monitoring are carried out, analysed and are used to inform improvement activities. This includes OTLA, monitoring of learner documentation and analysis of learner/employer interviews.
* Be responsible for budget monitoring for all aspects of the Service, working with the Finance team to collect and analyse financial and activity-based management information.
* Ensure that monthly budget reports are produced for the Service and present these at Management Team meetings.
* Support the Service Manager to ensure that contractual targets are met and timely interventions are made where slippage is identified.
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| **Key tasks *(i.e the specific duties that are required to achieve responsibilities)*** | * Ensure that monthly performance reports are produced for the whole range of provision and present these to relevant meetings and forums in line with the Performance Management Framework.
* Manage the Contracts Assistants to ensure that individual contract requirements are met.
* Manage the Data and Funding Officer to ensure that MI data is robust, and accurate performance reports are produced.
* Play a full role in external inspections and monitoring activities such as Ofsted, Matrix, awarding bodies and ESFA monitoring.
* Represent the Service in regional settings where required and contribute to regional developments.
* Support the Service Manager in ensuring that all legal obligations are met, particularly around Safeguarding and Prevent.
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| **Responsible for staff/equipment**  | * Line manage 10 members of staff with responsibility for ensuring effective management, motivation, development and efficiency of these staff, in accordance with the Council's policies and procedures.
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| **Other duties/specific policies e.g. DBS** | Undertake any other duties commensurate with the job role and grade, as required by the Service.The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the CouncilThe post holder must comply with the Council’s COVID-19 vaccination policy and guidance (where applicable). |