



Sefton CVS
Supporting Local Communities



JOB DESCRIPTION

Job Title: Quality Coordinator (VOLA)
Grade: NJC point 35-38 (£30,178 – £32,778)
Location: Burlington House, Crosby Rd North, L22 0LG
Responsible to: Consortium Manager

Hours of Work

35 hours per week.

(100% of time on ESF Funded Programmes August 2016 - July 2018)

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted subject to the organisation's policies and procedures and prior agreement of the Line-Manager.

Job Purpose:

- To implement, oversee and maintain consortium quality systems, including responsibility for quality monitoring and improvement of Delivery Partners engaged in delivery of the *ESF Funded* programmes.
- To assist consortium Delivery Partners in developing and implementing robust quality management systems.
- To monitor and advise on quality management in relation to the delivery of skills and employability provision and ESF delivery/ compliance issues.

Main Duties and Responsibilities:

1. To ensure that all learning provision across the Delivery Partnership/ *ESF Funded* programme(s) is of a high quality and provides evidence against appropriate quality systems.
2. To provide strategic management of the Quality Assurance cycle and improvement processes.

3. To implement quality monitoring and performance measures in accordance with funders' requirements and those of the Accountable Body(s) for consortium contracts/projects.
4. To support Delivery Partners to develop appropriate and effective quality systems, including performance improvement relating to the provision of skills & employment support, and relevant inspection procedures.
5. To design and implement processes, procedures and documentation relating to the learner journey, ensuring compliance with ESF monitoring and other relevant requirements.
6. To undertake internal quality and compliance audits relating to the *ESF Funded* programme, advising and facilitating / implementing preventative and corrective action as appropriate.
7. To coordinate and undertake inspections of teaching and learning provision and monitor and drive improvements in the quality of provision being delivered across the partnership.
8. (In conjunction with the Consortium Manager), to undertake evaluation of all *ESF Funded* programme activity.
9. To produce an annual Self Assessment Report (SAR) of the quality of provision delivered, in accordance with good practice and any specific contractual requirements of funders.
10. To work with the Finance & Monitoring Officer to provide and interpret statistical information as required and be responsible for target setting and monitoring, and analysis of performance against targets.
11. To support the Consortium Manager in performance monitoring and management of consortium Delivery Partners.
12. To act as the Quality Improvement and performance conduit, keeping abreast of latest policy and practice developments in Quality Improvement, and disseminating relevant information to the VOLA Programme team, *ESF Funded* Delivery Partners and wider Consortium.
13. To ensure that the promotion of equality of opportunity and in particular issues of race, equality and accessibility for learners with disabilities are fully integrated into learning and teaching and other aspect of our provision.
14. To maintain and develop effective and positive working relationships with the Accountable Body(s) for consortium contracts/ projects, Delivery Partners, wider consortium members and external stakeholders.
15. To carry out other reasonable tasks appropriate to the scale and scope of the post, as directed.

General

The post-holder will be required to participate in personal and professional development, using all relevant learning opportunities, to improve knowledge and skills relevant to the role.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (DBS) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain confidentiality of all information and records relating to the work of the organisation and the VOLA Consortium Delivery Partnership.

Funding

The post is funded until July 2018, subject to continued funding of current *ESF Funded* programmes.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract of employment.

Annual Leave & Public Holidays

The annual leave entitlement is 25 days leave plus normal Bank & Public Holidays (pro rata, where applicable). The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed and authorised Expenses Claim Form.

Equal Opportunities

The organisation operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

The post-holder must be committed to equal opportunity principles and to comply with organisational policies and procedures relating to equal opportunities.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

We will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

Navajo Charter Mark (LGBTI)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.



Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

Disability Two Ticks Scheme

Sefton CVS have been awarded the Disability Two Ticks accreditation in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Two Ticks Scheme includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Two Ticks scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

PERSON SPECIFICATION

VOLA Quality Coordinator

The post-holder should be able to demonstrate that they have the skills and experience in each of the following areas:

Essential requirements - specific to this post:

1. Relevant teaching qualification, e.g. Cert Ed, DTLLS, or equivalent, and experience of teaching in the learning and skills sector.
2. Experience of Quality Management within the learning/ skills and employment support sector. Specifically, experience of relevant Quality Management systems such as Common Inspection Framework, RaRPA and/or Matrix standards.
3. Experience of using learner-focused management information systems, extracting and interpreting data to target and drive quality assurance and improvement activity.
4. Experience of providing Quality Improvement support to management and front-line delivery staff in a training/ employment support setting.
5. Experience of undertaking Observation of Teaching and Learning (OTL), providing constructive feedback to tutors/ delivery staff to drive improvement in front line delivery.
6. Experience of successful multi-agency partnership working, ideally within the Voluntary, Community and Faith Sector (VCFS).
7. Up to date knowledge of learning & skills and Welfare to Work arenas, including understanding of and commitment to the VCFS' contribution to this work.

Desirable requirements - specific to this post:

8. Experience of working in European Social Fund (ESF) funded provision, with practical knowledge and understanding of ESF compliance issues.
9. Experience of designing/ developing participant tracking systems/ databases.
10. Microsoft Access skills to an Intermediate level, including designing tables and queries

Common Requirements of all Sefton CVS posts:

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS and VOLA Consortium.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work.

Team Working

- To be able to contribute to the overall effectiveness of the VOLA Programme Management team, Consortium member organisations and the wider Sefton CVS team.
- To share skills, expertise and ideas with VOLA Consortium partners and other CVS projects.

Information and Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary, Community and Faith Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith (VCF) sector organisations.
- To have experience, either paid or unpaid, of working in the VCF sector.