

Performance and Quality Assurance Officer

Service	Reporting to	Location	Grade	Salary	Hours
Salford Safeguarding Adult Board (SSAB)	SSAB Business Manager	Hybrid working - office based at Unity House and WFH	3C	£18,271 - £19,746	21.60 hours per week (3 days)

About the role

- The role of Salford Safeguarding Adult Board (SSAB) is a statutory duty of the Care Act 2014 to ensure that local arrangements for safeguarding adults who are considered to be at risk are effective in Salford.
- The Salford Safeguarding Adult Board (SSAB) works with a wide range of partners and requires a dedicated focus and continued commitment to strengthen partnership arrangements to safeguard adults.

The Performance and Quality Assurance Officer's areas of responsibility include:

- Supporting, developing and co-ordinating the delivery of the performance and quality assurance functions of Salford Safeguarding Adult Board (SSAB).
- Promoting the appropriate use of business intelligence across the SSAB, supporting the development of a culture that places the onus for performance management on partner agencies, ensuring that the work of the post holder adds value to and supports the SSAB's strategic direction and underpins informed decision-making.

Job code:
Job score:
Date of evaluation:

#HappytoTalkFlexible



Salford City Council

Key outcomes

- To be a key member of and contributor to the SSAB Safeguarding Effectiveness Group.
- To support the development and implementation of a joint quality assurance framework SSAB.
- To provide professional advice and support on relevant performance information to the SSAB, focussing on work of safeguarding in Salford.
- To design, develop and implement performance information systems, audit tools, audit programmes for the SSAB to help analyse, interpret, and present data and key activity in an accessible way.
- To collate, analyse and interpret data to inform business planning, contribute to strategy development, strategic assessments, policies, campaigns, underpin commissioning in relation to safeguarding and report to the SSAB on key themes.
- Model and champion the integration and automation of data collection and reporting, including the use of core business intelligence systems.
- To design and deliver a range of themed audits examining practice and service delivery as required by the SSAB. Making the best use of a range of quantitative and / or qualitative methodologies.
- To oversee the implementation of the action plans from audit activity and support case reviews.
- To prepare reports and recommendations for the SSAB to aid evidence led service decisions and future development priorities.
- To establish and maintain a network of contacts with other equivalent Business support officers across organisations including other authorities, elected members, government organisations, inspectorates, partners and agencies, national panel.
- To escalate concerns that require urgent action on behalf of the SSAB, in order to safeguard adults at risk in Salford.
- To contribute to development and implementation of the SSAB Business Plan and Annual Report.
- Develop participation methods to gather feedback from adults with lived experience, practitioners, community, wider public to inform the business of the SSAB.
- To keep up to date with regional and national developments, ensuring that both Boards are regularly informed of the implications and any necessary actions in relation to quality of practice.
- To provide analysis and reports supporting the Business Manager to contribute towards the development and implementation of the SSAB Business Plan, Thematic Review of SAR's, Annual Report and related activities.

- To support the work of the SSAB to ensure its duties are met through the effective operation of the Board, its subgroups, and the support team to ensure effective scrutiny and challenge is given to multi-agency arrangements of safeguarding adults.
- To promote and build upon best practice to support a consistent, whole systems approach to multi-agency arrangements.
- To offer innovative thinking and proactive approaches to learning and workforce development and provision.
- To liaise closely with other authorities, partnerships and agencies regarding SSAB business.
- Information management: this involves the management of confidential and highly sensitive information across all members of the partnership to the requirements of the Data Protection Act and GDPR.
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- To undertake such additional duties as are reasonably commensurate with the level of the post.

What we need from you

- To model and demonstrate our values and behaviours.
- To have experience in managing projects/programmes and supporting people demonstrating good management skills.
- Ability to work flexibly which may include working outside of normal office hours subject to organisational need.
- To promote and facilitate community engagement and feedback into all the business of the SSAB.
- To represent the SSAB at relevant meetings and, as directed by the Business Manager.
- Experience of using a strength focused and relational approach to support improved outcomes for adults.
- Ability to translate complex ideas and information into meaningful and 'user-friendly' information to ensure all audiences understand the key messages.

- To be able to manage your time effectively to ensure that timescales and objectives are adhered to.
- To build strong, collaborative relationships to find creative ways to make services more sustainable and flexible.
- Ability to maintain confidentiality and apply Data Protection principles.
- Excellent knowledge of Microsoft Office Systems and commitment to expand and develop use of technology for service delivery.
- To remain positive under challenging circumstances
- To demonstrate initiative, confidence, and personal responsibility for action especially where solutions or ways forward are not clear.
- To be a skilled communicator using various mediums who communicates with clarity, conviction and enthusiasm and can demonstrate integrity, create rapport, and build trust and confidence.
- Experience or working to tight deadlines and ability to prioritise tasks to ensure the agreed deadlines are met.
- Ability to contribute to the development of positive and supportive team working relationships.
- To be determined and consistently persist with actions to achieve outcomes
- Analytical skills, using insight to inform change and plans supporting thematic learning across the partnership to evidence practice improvement and impact on outcomes for adults.
- The ability to work effectively across the strategic partnership.
- Ability to motivate, engage and develop people to deliver shared outcomes.
- Be committed to your own professional development.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our vision and priorities

Our vision

The council has a vision is to create '**A fairer, greener and healthier Salford**'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

The Great Eight are:

Tackling poverty and inequality.



1

Creating vibrant places and spaces.



2

Tackling the climate emergency.



3

Skills and education (A Learning City).



4

Affordable housing and reducing homelessness.



5

Promoting transport and digital connectivity.



6

Creating an economy for all.



7

Tackling health inequalities and providing the best possible care.



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Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.