

# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

<b>SERVICE:</b>	Neighbourhoods (Place)
<b>SECTION:</b>	Strategic Housing Services
<b>LOCATION:</b>	Number One Riverside Rochdale
<b>JOB TITLE:</b>	Quality Assurance Officer
<b>POST NUMBER:</b>	
<b>Grade:</b>	6
<b>Accountable to:</b>	Private Rented Sector Officers; Housing Services Manager
<b>Accountable for:</b>	None
<b>Hours of Duty:</b>	37 hours per week in accordance with the Service's Work Life Balance/flexible working scheme
<b>Any Special Conditions of Service:</b>	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>The postholder will be expected to undertake a certain amount of travelling in the course of his/her duties for which casual car user allowance will be paid.</p> <p>This full-time post is for an initial fixed-term period of 12 months, after which the post will be reviewed, subject to funding availability.</p> <p>This post is subject to an enhanced DBS and background checks.</p>

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

## **PURPOSE AND OBJECTIVES OF THE JOB**

- To work directly with Providers and monitor contracts, activity and performance.
- To ensure continuous improvement and quality assurance within services,
- To support the development of the market including reviews of services.
- To support the Strategic Housing Service on quality and assurance issues

## **Control of Resources**

### **Personnel**

None

### **Financial**

None

### **Equipment/Materials**

To be responsible for the furniture, equipment and consumable goods used in relation to the work of the postholder.

## **Health/Safety/Welfare**

To be responsible for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

## **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### **Internal**

- Management and staff of the Strategic Housing Service
- Management and staff of other Services within the Authority
- Wider Leadership Team
- Elected Members
- Internal Contractors
- Township Offices

### **External**

- Members of the public
- Service users
- Carers
- Management and staff of partner organisations
- Representatives of community groups, voluntary organisations and business community
- Staff of Government departments
- Homes and Communities Agency
- Staff and management of other Local Authorities and public
- Registered Provider partners
- Private Developers
- Greater Manchester Combined Authority

- Academic institutions
- Housing working parties
- Delivery partners
- Local housing providers, managing agents and estate agents
- Local MPs
- Media
- Voluntary sector partners

### **Responsibilities**

The postholder must –

- (i) Perform his/her duties in line with the corporate leadership values and behaviours
- (ii) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (iii) Work in accordance with the Health and Care Professions Council standards of proficiency

### **Values and Behaviours**

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

### **Principal Duties**

1. Support Strategic Housing managers in the review and development of the market
2. Monitoring of provider performance and the provision of performance information and support to Officers and the development of provider risk assessments.
3. Undertake quality assurance visits to providers and develop, implement and monitor improvement plans.
4. Monitoring of contracts, activity and outcomes.
5. Support managers within projects
6. Involve service users and families in the quality assurance process.
7. Support on the investigation of complaints and safeguarding issues.
8. Develop and sustain key relationships with the Integrated Neighbourhood teams ensuring that bespoke local issues are factored into all aspects of quality assurance work
9. Liaise with a range of agencies including the CQC, Health Watch and the NHS
10. Develop analysis reports of market and provider activity.
11. Support any community mapping work.

### **Secondary Duties**

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.

- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	Stuart Morris	Date	October 2021
	_____		_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director		Date	

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	Neighbourhoods	<b>Post:</b>	Quality Assurance Officer
<b>Section :</b>	Strategic Housing Services	<b>Post Number :</b>	
<b>Job Ref:</b>		<b>Grade:</b>	6

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and all**

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>a Special Working Conditions</b>		
1 Attendance at evening or weekend meetings, as directed, will be expected for which compensatory leave will be given in accordance with the local scheme.	E	AFI
2 Willingness to undertake and participate in training and development activity	E	AFI
3 Please confirm you are willing and able to travel in the course of your duties for which appropriate allowances will be paid.	E	AFI
<b>b Qualifications and Experience</b>		
4 Please give details of your experience of, or demonstrate the ability to work to implement quality assurance frameworks and other contract management processes.	E	AFI
5 Please give details of your experience of, or demonstrate the ability to work on contract reviews and monitoring service improvements to help inform quality assurance activity and service reviews.	E	AF
6 Please give details of your experience of, or demonstrate the ability to work to improve services within a multi-agency approach.	E	AFI
7 Please give details of your experience of, or be able to demonstrate the ability to develop service improvement plans.	E	AFI
8 Please give details of your experience of community development work.	E	AFI
9 Please give details of your experience of working with vulnerable people and engaging them in quality assurance work.	E	AFI
10 Please give details of your experience of, or demonstrate the ability to work to implement quality assurance frameworks and other contract management processes	E	AFI/A

11	Please give details of your experience of, or demonstrate the ability to work on contract reviews and monitoring service improvements to help inform quality assurance activity and service reviews.	E	AFI
12	Please give details of your experience of, or demonstrate the ability to work to improve services within a multi-agency approach.	E	AFI
13	Please give details of your experience of, or be able to demonstrate the ability to develop service improvement plans.	E	AFI/A
<b>c Skills and Knowledge</b>			
14	Please demonstrate your knowledge of the statutory functions and powers of the Local Housing Authority.	E	AFI/A
15	Please give details of your knowledge of the care market and relevant legislation.	E	AFI/A
16	Please give details of your ability to communicate effectively at many levels and in particular around negotiations with providers.	E	AFI/A
17	Please give details of your ability to manage complex issues, prioritise and work to deadlines.	E	AFI/A
18	Please give details of your ability to prioritise workload, meet deadlines and demonstrate time management skills.	E	AFI
19	Please give details of your ability to be proactive and work on own initiative with limited supervision.	E	AFI/A
20	Please give details of your ability to process documentation related to the post with attention to detail, good presentation and layout skills.	E	AFI
21	Please demonstrate your ability to proficiently use IT programmes.	E	AFI
22	Please demonstrate excellent communication and customer care skills including written, telephone and verbal.	E	AFI
23	Please give details of your ability to deal appropriately with complex and sensitive issues.	E	AFI
24	Please give details of your ability to collate, record, analyse and present complex information from a range of sources	E	AFI

d Behaviours and Values		
<p>25 Approach the job at all times using our corporate values</p> <ul style="list-style-type: none"> <li>• <b>Pioneering and Open</b> in our approach - we are ambitious for the people and place of Rochdale and will think creatively about how to deliver the best possible outcomes, working collaboratively with local people and partners.</li> <li>• <b>Proud</b> of the difference we make - we'll celebrate and share our achievements and act as ambassadors for the borough of Rochdale.</li> <li>• <b>Passionate</b> about the diversity of the borough - we love the diversity within our workforce and local communities and will strive for excellence in meeting their different needs and aspirations.</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AFI