PERSON SPECIFICATION

Quality Monitoring & Contract Compliance Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

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Qualifications and training

Method of Assessment – D, I

Essential:

- Degree or equivalent professional qualification or sufficient knowledge and experience relevant to social care quality assurance and contract monitoring

Desirable:

- Evidence of recent professional development

The New GCSE Grading System *GCSE 9 to 1 grade scale explained - GOV.UK*

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge

Method of Assessment – ***D, I***

Essential:

- Experience of quality assurance within the social care market

- Experience and knowledge of contract management and monitoring within social care
- Experience of partnership working.
- Experience of working with providers in the social care sector.
- Experience of designing and implementing monitoring and risk management processes.
- Experience of implementing protocols and policies.
- Experience of involvement in complaints investigations.

Desirable:

- Experience of contract management and quality assurance in the public sector.
- Knowledge of performance management techniques.
- Experience as a social worker or registered social care manager or equivalent

Specialist skills and abilities

Method of Assessment – ***D, I***

Essential:

- Knowledge and understanding of Contract and Quality Assurance structure and operation.
- Excellent communication skills.

Desirable:

- Knowledge of relevant legislation and Government priorities and guidance.
- Some knowledge and skill in drafting basic service contracts.
- Professional report writing.
- Understanding of the Council's approach to commissioning as set in its commissioning strategy and associated guidance.

Personal skills and attributes

Method of Assessment – ***D, I***

Essential:

- Ability to work positively as part of a team to achieve tight deadlines and to manage priorities and work schedules.
- Ability to work with and demonstrate personal integrity.
- Ability to develop effective working relationships both within the Council and with external stakeholders.
- Ability to work independently.
- Ability to promote and manage change.
- IT skills
- Willingness to undertake further training.

Desirable:

- Effective influencing skills resulting in acceptance, agreement or behaviour change in a variety of audiences.

Decision making impact and innovation

Method of Assessment – ***D, I***

Essential:

- Ability to undertake analysis to arrive at sound decisions or recommendations in line with Council objectives.
- Ability to engage a range of commissioners with contract work in order to achieve desired outcomes.
- Ability to innovate to find solutions in relation to contract issues.

Desirable:

- ***n/a***

Fluency Duty

Essential – Communication (Fluency Duty) – delete as appropriate, for guidance discuss with your SHRBP

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory Fluency Duty for public facing roles

Special working conditions

Method of Assessment – ***D, I***

Essential:

- The post holder must possess a full driving licence and provide a car for business use.
- Alternative travel arrangements will be discussed with disabled candidates.
- Flexible working hours to ensure proper discharge of duties.
- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match