

**Job Description**

|  |  |
| --- | --- |
| **Job title:** | Quality Assurance Team Leader |
| **Location:** | Home and Office Based |
| **Responsible to:** | Head of Quality Assurance |
| **Responsible for:** | Leading the Quality Assurance Team (QAT) to ensure Landau remains compliant with all contracts delivered, including support with the integration of new contracts and ensuring processes are created and embedded to consistently deliver Quality and Best Practice across the business. |

|  |
| --- |
| **Job Purpose**  Lead upon ensuring the overall quality assurance for all contracts across Landau. Support the team to develop a comprehensive understanding and working knowledge of Landau contracts.  Lead the team to continuously monitor and review process to ensure compliance remains at a high quality. Proactively identify shortfalls and implement improvements to policy and processes to support with efficiency and quality assurance.  Effectively motivate, manage and mentor the Quality Assurance Team (QAT) ensuring consistent and accurate output as per agreed timescales.  Lead on quality assurance with partners and internal delivery to ensure the best possible experience for the participants.  Lead the Team in provide training for Landau key staff members quality, including setting clear expectations and managing concerns when compliance is not being met.  This post is part of the Building Better Opportunities programme and part funded by the National Lottery Community Fund and the European Social Fund as part of the 2014-2020 European Structural and Investment Funds Programme in England. |

|  |  |
| --- | --- |
| **MAIN DUTIES** | |
|  | Act as primary escalation for all Quality and Compliance related queries and ensure that they are actioned in within the agreed timescales and quality standards as per the contract. |
|  | Support on the delivery of Quality Assurance (QA) across all projects, ensuring that the QAT has a thorough understanding of the terms of the contract requirements.  Lead the QAT in supporting Key Landau staff members to develop a thorough understanding of the contractual requirements of their programs. |
|  | Support in devising and implementing QA processes throughout the business which will support with the monitoring of QA, consistency of quality service and best practice. |
|  | To lead the team in remaining up to date with any changes to compliance, QA for all contracts, implementing quickly any changes in guidance.  Keep abreast of developments in local, regional and national skills and employment provision supporting vulnerable groups. |
|  | To Support the QAT in establishing and maintaining effective working relationships with our delivery partners, to monitor and ensure the QA of their delivery. To take immediate action if contract obligations are not being met or of there are concerns in QA.  Deal professionally and proficiently with enquiries from colleagues, partner, business contacts etc. |
|  | To lead in working collaboratively with external and internal delivery partners to continually review and improve systems and procedures that meet the needs of the funders, always ensuring the delivery of a high quality and compliance services.  This will include creating, reviewing & assessing the key delivery plans for both internal and external delivery providers.  To schedule quality/spot checks with internal and external partners, consisting of planned and unplanned checks to monitor partner delivery for quality and conducted as outlined and mutually agreed in the plan. |
|  | To report any partner delivery or compliance issues identified to the Head of QA |
| **8.** | To assist in the preparation of project reviews, reports and project audits as required by the National Lottery Community Fund, European Social Fund, any other third party Funder and Landau. |
| **9.** | Ensure copies of electronic and hard copy files are returned on participant completion and stored/archived in line with the funder’s guidance. |
| **10.** | To support and advise partners with Safeguarding/MAPPA/GDPR issues and escalate accordingly.  Support HR and Heads of Service to review and update Landau Policies when required. Take the lead in developing processes that help to support policies |
| **11.** | Identify and report concerns with partners policies and procedures to appropriate leads/ organisations |
| **12.** | Provide reports to Landau departments when required. |
| **13.** | Coordinate partners due diligence by liaising with Landau’s HR department and other leads. Ensure this is completed annually and schedule that all partners are checked. |
| **14.** | To work alongside the Head of QA and other departments in the collection of data and information for bids. |
| **15.** | To work alongside the Head of QA to support the implantation and embedding of new contracts |
| **16.** | Work with Head of QA and QA Manager to deliver effective Team appraisals and feedback.  Support and encourage the team with the development and acquisition of new skills and knowledge in line with the changing needs of the role and the business. |
| **15.** | To represent Landau and the QA team at appropriate local, regional and national events and meetings as required. Always promoting Landau in a positive and professional manner. |
| **16.** | To ensure all contract issues are properly completed at the close out of the project. |
| **17.** | Act professionally and proficiently with enquiries from colleagues, partners, business contacts etc. |
| **18.** | Attend and contribute to regular performance review as and when required as set out in the staff handbook.  Take responsibility for own personal development and acquisition of new skills and knowledge in line with the changing needs of the role and the Business. |

Post holder may be required from time to time to undertake other duties, not specifically mentioned in this job description, but within levels of their salary scale. On occasion there may be travel and work in unsocial hours.

|  |  |
| --- | --- |
| **Prepared By:** | Nicki Ulloa |
| **Date:** | March 2021 |

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company’s business.

|  |
| --- |
| **Person Specification**  **(E = Essential, D = Desirable)** |
| **Skills and Core Competencies** |
| **Technical competency (qualifications and training)**   * Educated to a degree level or equivalent **(E)** * Trained to a Designated Safeguarding lead or be willing to train towards **(E)** |
| **Experience**   * Minimum of 3 experience of working in a Quality Assurance role **(E)** * Experience of managing and leading a team. **(D)** * Relevant previous experience working on funded provision (The National Lottery Community, ESF, ACL, SFA, DWP). **(D)** * Experience in using CRM systems **(E)** * Experience of partnership working and integration with key agencies, negotiation and liaison work with other agencies. **(E)** * Experience in reviewing and developing processes. (D) * Experience of delivering training. **(D)** * Experience in data collection/ analysing **(D)** * Experience in project management **(D)** |
| **Knowledge**   * A high level of understanding in the principles and practice of Quality Assurance **(E)** * Knowledge of stakeholders and how to engage with partners to develop strong partnerships and to help with business growth **(E)** * Able to proficiently use a range if IT tools (E) * Confident in using CRM systems and developing reports (E) * Knowledge and understanding of key work place policies and procedures (D) |
| **Competencies & Skills**  **Communication skills:** Use your communication skills to set rules, contractual requirements, define employee roles, encourage employees to take their own decisions, and obtain goals for your teams. Your will use your communication skills to increase morale, productivity, and team unity easily and effectively. You will lead the team to persuade and influence face-to-face (virtually) and through a range of media including presentations. Ability to engage confidently and sensitively with stakeholders and partners at a range of levels of seniority.  **Emotional Intelligence:** The capacity to recognize your own feelings and those of others, and to manage emotions effectively in ourselves and our relationships. Self-Awareness. Self-Management. Social Awareness. Relationship Management.  **Interpersonal Skills:** High level of optimism, initiative and effective interpersonal skills in order to engage effectively with colleagues, partners and stakeholders. An understanding of Disability Capability, empathy and belief in the potential of people with differing needs.  **Conflict Management:** Helping colleagues to avoid or resolve interpersonal conflicts. Leaders are often called upon to adjudicate when members are in conflict, but it also involves having the ability to either avoid or resolve your own conflict situations.  **Influencing and negotiating skills:** **S**ales skills to promote learners to employers to secure programme outcomes. Ability to encourage, persuade and motivate at all levels. You are clear on our employer offer. Develop your network of employers to produce job opportunities for clients, job carving for participants across Landau.  **Completing partner QA action plans:** Accurate identification of partner’s non adherence to contractual obligations or lack of quality of service. Able to proactively and collaboratively devise an action plan with inventions delivered by self, or sourced through additional support network to help support, mentor and monitor progress.  Experience of people development on a one to one and group basis. Customer focused with a strong commitment to client care.  **Project management:** You will apply the application of processes, methods, skills, knowledge and experience to achieve specific project objectives according to the project acceptance criteria within agreed parameters. Delivering on final deliverables to a constrained and finite timescale.  **Adaptable and flexible**: To be able to work across different contracts within Landau in a compliant and productive manner. Ability to cope with a variety of challenging situations in a calm and sensitive manner. Able to work flexible hours and travel through prior arrangement as the needs of the job dictate.  **Networking:** An ability to establish, nurture, and cement working relationships, coalitions, and partnerships, both inside and outside the organization.  **Commercial Awareness:** Knowledge and interest in education and employability. You have a clear understandings of how Landau works across the business. You remain up-to-date with your industry and business in general. This includes marketing trends, customer demographics, technical advances, and the successes and failures of competitors.  **Results Orientated and Managing Performance:** Focused on your goals and understand the steps needed to achieve them. The motivation to see projects through to fruition and motivate others to do the same. Understanding exactly what your performance targets are, and how you will achieve these. Whilst also being ambitious enough to increase performance and to support others in doing so.  **Resilience:** An ability to perform effectively even under pressure and/or in the face of setbacks and opposition.  **Problem Solving:** You are able to stay calm under pressure, research possible causes, identify trends and choose the most relevant solution. Creative problem solving skills and a positive approach to challenging and overcoming limiting beliefs  **Self-management:** The ability to prioritize goals, decide what must be done, and be accountable to complete the necessary actions. Quality self-management is extremely important particularly as elements of your role are completed remotely.  **Decision-Making:** One of the core competencies for leaders is the ability to make good decisions or lead a good decision-making process. There are better and worse ways to make decisions, and a good leader understands when to make a decision, when to consult subordinates or peers and bring them into the decision-making process, and when it’s time to step back and let others decide.  **Attention to detail:** To have an excellent understanding of paperwork and compliance required of your contract. The ability to work to a defined delivery structure. Proficient in using information technology systems (Cognisoft, Microsoft, CRM etc.) Experience of keeping manual and computerised records. Understand the importance of recording data to evidence for fidelity and other contractual requirements.  **Trustworthiness & Ethics**: You are a trustworthy person and aligned with the ethics of Landau.  You believe in our vision that, every disabled and disadvantaged person has the opportunity to work and fulfil their potential. You will build relationships with existing staff members and enhance team working efforts. |
| **Safeguarding**   * Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**      * This post requires a Disclosure & Barring Service (DBS) disclosure at an Enhanced level. **(E)** |
| **Other**   * Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)** * Flexibility to travel within the region. **(E)** * Flexibility to working out of ‘normal office’ hours. **(E)** * Full and current driving licence (for rural and remote regions). **(E)** * Lived experience. **(D)** |

As well as possessing the necessary qualifications, skills, knowledge or experience, having the right mind-set and behaviours which are in line with our company values is equally important