

# National Quality and Compliance Officer

## Job Pack

Sova is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Enhanced DBS checks will need to be completed and any individual banned from working with children/and or vulnerable adults should not apply.

When completing the application form please ensure that you provide evidence of all the criteria in the person specification.

Sova is a Disability Confident Employer and actively welcomes applications from disabled candidates. We operate a guaranteed interview scheme for all disabled applicants whom the shortlisting team determine meet the minimum criteria for the post (see essential criteria on the person specification). Please ensure that you highlight that you are disabled on the diversity form to ensure that you are automatically considered for a guaranteed interview, if you meet the minimum criteria.

**Job Title:** National Quality and Compliance Officer  
**Base:** Scala House, Birmingham  
**Salary Range:** £21,725 - £23,580  
**Starting Salary:** £21,725  
**Hours:** 35 Hours per week, Full-time  
**Project Funding End Date:** June 2018  
**Closing date:** Midday Friday 31 March 2017  
**Interviews will be held week commencing:** w/c 10 April 2017

The National Quality and Compliance role is a new position within the organisation, and will be critical in ensuring that Sova meets all its internal and external obligations with the fields of quality and compliance.

Working underneath the National Quality Manager, the National Quality and Compliance Officer, will deliver a range of audits, maintain the organisations policy library and support the roll-out of compliance resources to Sova projects, amongst other tasks.

The role will require travel to sites across England and Wales.

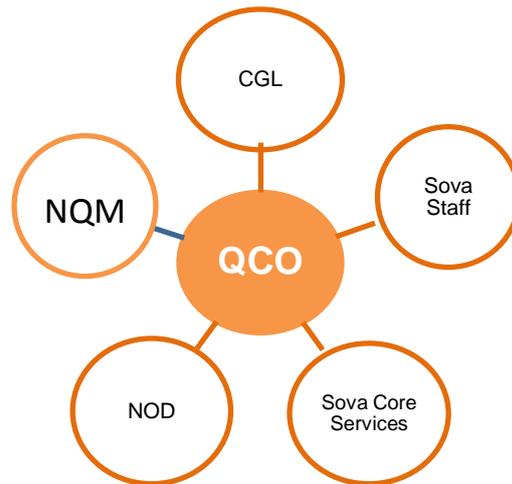
Please do not send CV's as they are not an acceptable alternative to any part of the application form and will not be considered. Completed application forms or any queries should be returned electronically to: [recruitmentmidlands@sova.org.uk](mailto:recruitmentmidlands@sova.org.uk)

<b>Job Title:</b>	<b>National Quality and Compliance Officer</b>
<b>Project/Service Name:</b>	<b>Sova Core</b>
<b>Base:</b>	<b>Birmingham or Sheffield</b>
•	<b>Main purpose of the role</b>
<p>The post holder will work as part of the organisational core as well as supporting projects and individual staff within Sova’s operational regions. The post holder will report to the National Quality Manager (NQM), and will be assigned duties and tasks to ensure that Sova meets its requirements and obligations in terms of continuous improvement and compliance. Additionally, the post will coordinate key workflows within the organisation and perform key activities – including audits.</p> <p>The post holder will deliver support to the organisation by:</p> <ul style="list-style-type: none"> <li>• Maintaining the Sova annual project audit; project quarterly file audit; health, safety and environmental sustainability audit and annual core service audit frameworks;</li> <li>• Delivering a range of audits - forming recommendations, actions and producing high-level reports thereon;</li> <li>• Support the NQM in the identification and attainment of relevant quality marks;</li> <li>• Maintaining the Sova policy registration process and associated register; identifying and supporting the resolution of gaps; ensuring adherence with the overarching cgl policy suite ;</li> <li>• Maintaining a Business Continuity Plan (BCP) register and Project Security Plan (PSP) register;</li> <li>• Assisting projects and staff to produce appropriate BCPs, PSPS and compliance logs – offering a programme of training and practice forums on these items;</li> <li>• Administer the organisations Criminal Justice Secure Mail (CJSM) account;</li> <li>• Negotiating and communicating effectively with CGL teams and Sova staff;</li> <li>• Supporting and coaching staff as required to ensure regional staff understand and follow key policy and processes;</li> <li>• Delivery of training, meetings and practice forums; and</li> <li>• Developing effective relationships with a wide range of stakeholders and partners as required.</li> </ul>	
•	<b>Reporting and working relationships</b>
<p><b>Reporting relationships:</b></p> <p>The role will report directly to Sova’s National Quality Manager (NQM).</p> <p>The role will be a critical support to all staff in relation to quality and compliance matters.</p> <p>The role will be a member of the NOD group.</p> <p>The role will work closely with all members of NOD and OMG.</p> <p>The role is an integral part of working closely with CGL in the fields of Quality and Compliance.</p>	

**Working relationships:**

**Quality and Compliance Officer**

*This role is vital supporting the Quality Manager and for providing reports, information and guidance to a range of stakeholders in both Sova and CGL*



3	Role-specific responsibilities
3.1	Audits frameworks: Responsible for developing and maintaining a range of audit frameworks which are informed by Sova’s policy suite and quality mark ambitions.
3.2	Audit delivery: responsible for delivering a range of audits to both Sova project and the organisational core; identify areas of compliance, non-compliance and best practice; reporting upon these in a variety of formats and for a range of audiences, offering recommendations and identifying actions through this process.
3.3	Policy: responsible for maintaining Sova’s policy suite. Ensuring that this is appropriately aligned with that of cgl; the document content is harmonious; properly formatted; up-to-date; that gaps are identified and addressed. Note: the post holder will not normally author polices, but may need to negotiate with stakeholders so that an author may be identified.
3.4	Compliance resource registration: to ensure that compliance documentation, particularly Business Continuity Plans (BCPs) and Project Security Plans (PSPs) are registered centrally, and up-to-date – alerting Programme and Area Managers where gaps are identified.
3.5	Compliance support: to ensure that Sova staff are fully conversant regarding the compliance resources deployed across the organisation; providing a range of training and forums regarding these resources.
3.6	Quality Marks: to support the NQM in the identification and achievement of relevant quality marks.
3.7	Support to NQM: To support the NQM in the delivery of continuous improvement – producing tools, standards, guidelines and other resources which support improved practice and quality improvement.
3.8	Ensure the timely and accurate collection, recording and reporting of specified data.
3.9	Communication: Accountable for relationship building, and managing relationships across Sova and cgl Including the ability to effectively negotiate and influence others in order to reach the best outcome for the organisation in relation to quality and compliance matters.

3.10	To be creative and innovative so that the post best meets the needs of the organisation, promoting access to support and direction to all projects, and with continued engagement with peers and stakeholders.
3.11	Ensure that all aspects of confidentiality are adhered to and that consent to share information is a key element to building trusting therapeutic alliances.
3.12	Work and liaise with other agencies as required.
<b>4</b>	<b>Sova's commitment to you</b>
<i>Sova works within the following framework and requires all employees to do the same.</i>	
4.1	<p>Equal Opportunities</p> <p>Sova are committed to creating an inclusive environment, which celebrates difference and allows our staff and service users to flourish. Sova are committed to promoting and ensuring anti discriminatory practices through our organisational values, policies and procedures, which we expect all staff to promote and adhere to. Sova expect all staff to challenge prejudice and discrimination, to support staff with this we offer robust supervision alongside training and development opportunities to continually improve equality, diversity and inclusion practises.</p>
4.2	<p>Our Vision</p> <p>A society where people have the stability and confidence to steer clear of crime and make better choices. Our mission is to offer personal support and practical advice to help build stability both at work and at home enabling people to make better choices and improve the quality of their lives.</p>
4.3	<p>Our Values</p> <p>+ <b>Passion</b> – Sova is passionate about people and is dedicated to making their lives better.</p> <p>+ <b>Integrity</b> – Sova is open, honest and transparent in everything we do.</p> <p>+ <b>Focus</b> – Sova empowers, supports and encourages people to learn and grow from their experience.</p> <p>+ <b>Fairness</b> – Sova is all embracing and we adapt our service to meet individual needs.</p>
4.4	<p>Career Development and Progression</p> <p>Sova is committed to providing its staff with opportunities for personal and professional development. We provide an internal training and development programme and aim to keep all our people up to date with new legislation and trends in criminal justice or housing/care systems, with specialist training provided as required. Where appropriate, staff undertake external training courses in line with their development needs.</p>
4.5	<p>Safeguarding</p> <p>Sova are committed to ensuring the safeguarding and wellbeing of children and adults at risk, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.6	Health, Safety and Environmental Sustainability

	<p>Sova are committed to ensuring that staff operate in a safe environment; with individual staff members being aware of their roles and responsibilities regarding health and safety.</p> <p>Sova also strives be an employers which operates in an environmentally sustainable fashion.</p> <p>All applicants will be required to demonstrate understanding of and commitment to best practice in the fields of Health, Safety and Environmental Sustainability</p>
<b>5</b>	<b>Your commitment to Sova</b>
<b>5.1</b>	<p><u>Sova Vision and Values</u></p> <p>Promoting and understanding the values and vision of Sova. To understand what it means to you in your respective role, to your team and to service delivery.</p>
<b>5.2</b>	<p><u>Children and adults at risk</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice, making awareness of documentation and referral pathways at your service a priority and taking immediate and appropriate action as necessary.</p>
<b>5.3</b>	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
<b>5.4</b>	<p><u>Health &amp; Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work.</p>
<b>5.5</b>	<p><u>Environmental suitability</u></p> <p><u>Being aware of Sova commitment to operate in an environmentally sustainable fashion and enacting practice which limits harm to the environment where practical and possible.</u></p>
<b>5.6</b>	<p><u>Equality, Diversity and Inclusion</u></p> <p>Being committed to helping to build an organisation that respects and values the diversity of all staff, making our services accessible and inclusive, regardless of an individual's protected characteristic (age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation) recovery status or offending background.</p>
<b>5.7</b>	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
<b>5.8</b>	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
<b>5.89</b>	<u>Continuous Professional and Personal Development</u>

	Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.
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*The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of Sova. Any change will be made after a proper period of consultation.*

This post is subject to a Disclosure and Barring Service check at an enhanced level.  
(Applies to all roles where regulated activity is undertaken.)

Staff will need to work flexibly across operational sites as required and to work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. Travel will be required.

**Person specification**

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form; interview; and/or exercises.

**Please note** – applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

<b>1</b>	<b>Education, knowledge and experience</b>	
1.1	Excellent understanding of working with vulnerable people facing complex issues within the criminal justice or social services sector and experience of working within a related field.	D
1.2	Experience of working within an environment delivering compliance and/or quality functions.	E
1.3	Excellent written and verbal communication skills and a high degree of personal IT competency. The ability to accurately update and maintain records in a timely fashion and to work to deadlines for the submission of information, e.g. reports.	E
1.4	Excellent time management skills, and an ability to work on own initiative, prioritising accordingly.	E
1.5	Excellent team working and interpersonal skills, maintaining a highly professional and effective approach to working with and supporting staff and Services.	E
1.6	Excellent working knowledge of managing data and using a variety of databases.	E
1.7	Excellent working knowledge of presenting information in a variety of formats such as PowerPoint slides; managing webpages, producing promotional materials.	D
1.8	Experience in delivering audits and/or identifying compliance with organisational standards and policy.	D
1.9	Experience in resource / information management and cataloguing.	D
<b>2</b>	<b>Abilities and skills</b>	
2.1	Ability to manage change successfully in a way that prioritises the needs of staff.	D
2.2	Ability to liaise, negotiate and influence with a diverse range of individuals and organisations – both internally and externally.	D
2.3	Ability to communicate complex information to individuals and groups in a way that is easily understood.	E
2.4	Effective interpersonal skills with the ability to engage successfully with internal and external stakeholders at all levels.	E
2.5	The ability to work collaboratively with others (internally and externally).	E
2.6	The ability to manage a variety of tasks, managing deadlines within a Policy driven framework.	E

2.7	Ability to interoperate the results of an audit so as to offer recommendations and identify necessary actions.	E
2.8	Ability to lead staff through learning experiences (i.e. delivering training, leading forums)	E
2.9	Ability to produce and implement resources, workflows, standards and frameworks which are to then to be used across an organisation.	D
<b>3</b>	<b>Working within Sova's framework of commitments to employees</b>	
3.1	A commitment to engaging with, understanding and promoting Sova's Values.	E
3.2	An understanding of and commitment to safeguarding best practice.	E
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E
3.5	An understanding of and commitment to Equality, Diversity and Inclusion best practice with a particular focus on engagement with hard to reach and marginalised service users.	E
3.6	An understanding of and commitment to treating all information acquired through the course of your employment as confidential, both during and after employment ends.	E
3.7	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E
3.8	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E

## Summary of conditions

<b>JOB TITLE:</b>	<b>National Quality and Compliance Officer</b>
<b>BASE:</b>	Birmingham (Sheffield base would be considered)
<b>STARTING SALARY:</b>	£21,725
<b>SALARY TOP of BAND:</b>	£23,580
<b>WORKING WEEK:</b>	Full time = 35 hours
<b>HOURS OF WORK:</b>	Normal working hours are Monday – Friday, between 9am and 5pm; however the post holder may be required to work outside of the normal hours (evening and weekends). Overtime is not payable as Sova operates a time off in lieu system for any hours worked in addition to those stated.
<b>PROBATIONARY PERIOD:</b>	This post is subject to a 6-month probationary period. 1 week's notice is required on either side during probationary period. Once confirmed in post, notice is 4 weeks on either side.
<b>CONTRACT:</b>	This post is dependent on current funding. Whilst all efforts will be made to secure continuing funding Sova can only guarantee the post until June 2918.
<b>HOLIDAY ENTITLEMENT:</b>	26 days, plus all Public Holidays.
<b>LEAVE YEAR:</b>	April - March
<b>PENSION:</b>	Those meeting eligibility criteria will be auto enrolled with Standard Life
<b>TRAVEL AND SUBSISTENCE:</b>	All costs other than home to office are reimbursed according to regulations and within budget
<b>CRIMINAL RECORD CHECK:</b>	Yes
<b>ACCESS:</b>	Sova's policy is to facilitate access for people with disabilities
<b>SMOKING:</b>	Smoking is not permitted in Sova buildings
<b>ANY OTHER INFORMATION</b>	There are no parking facilities at this location