

# Project Quality and Compliance Officer – Youth Promise

## 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 Reference:** PQCO1206

**Job Title:** National Quality and Compliance and Monitoring Officer

**Base:** Scala House, Birmingham

**Salary Range:** £19,482 - £21,147

**Starting Salary:** £19,482

**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

This is an exciting new opportunity to join our Youth Promise team in Birmingham. Birmingham and Solihull Youth promise plus is a flagship employment pathway project funded under the European Commission ESIF programme Youth Employment Initiative (YEI) arrangements.

The project aims to support 16,610 Birmingham & Solihull young people (15-29 years) who are NEET (Not engaged in Employment, Education or Training including unemployed and economically inactive). The project will support participants, where appropriate, with pathways to sustainable employment, education and training outcomes.

This role will support the Compliance and Monitoring Lead to ensure that the project parameters including the contractual and regulatory environment are understood and complied with so that funder targets and requirements are met.

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)

# Project Quality and Compliance Officer – Youth Promise

## Job Description

### ORGANISATIONAL BACKGROUND

Sova is a charity that works in the heart of communities in England and Wales helping thousands of people to steer clear of crime. When people find themselves in difficult situations, we make sure they have someone on their side to help them find the confidence to make choices to improve the quality of their lives. Whether it is about finding a job or finding friends, understanding how to manage money or discovering new prospects, we help people change their lives for the better.

Sova's vision is for a society where people have the stability and confidence to steer clear of crime and make better choices, building stability both at work and at home.

Sova works with a range of partners and receives funding from a number of sources to offer the personal support and practical advice that enables people to make better choices and improve the quality of their lives.

Sova is a wholly owned subsidiary of CGL, benefitting from being part of the wider CGL group and sharing its values and vision to enable those in need to help themselves to lead independent and crime free lives. For information about CGL and their work, please see their website [www.cgl.org.uk](http://www.cgl.org.uk)

### CONTEXT

Sova's mission is to support, challenge and inspire people to make changes to improve their lives and fulfil their potential. We help 'hard to reach' individuals and families, offenders and ex-offenders stay out of trouble, get people into training and jobs, enable people to rebuild their family and personal relationships giving them greater stability, and give people the chance to gain or share skills by volunteering within their own community. We help approximately eight thousand people per year turn their lives around.

We know that we need to capture, report and monitor our activities. This is important to our funders, but also to us as an organisation. The Compliance and Monitoring Lead will liaise with the Programme Manager and the funder and will be responsible for ensuring that the project parameters including the contractual and regulatory environment are understood and complied with so that funder targets and requirements are met.

*Youth Promise Plus is a Birmingham and Solihull Employment Pathway Project supported by the European Social Fund and Young Employment Initiative*

### Principal Tasks

1.	To perform general office duties, including photocopying, filing, processing information and outgoing mail etc.
2.	Collate and monitor project information for compliance and analysis
3.	Collate and monitor key performance data and provide information to the Project Quality and Compliance Lead
4.	Carrying out quality checks of project files
5.	Assist the Quality and Compliance Lead in internal audit and quality systems
6.	To check quality of information being submitted by project staff
7.	To maintain records including inputting data onto a database and recording monitoring data
8.	Ensuring compliance and quality of project data
9.	To cover any appropriate aspect of other team members roles in their absence
10.	To be self-administrating
11.	To contribute to evidencing project targets and objectives
12.	To take part in regular supervision with line manager
13.	To participate in the general development of Sova through meetings, training and attendance of other events
25.	To carry out any other duties within the scope of the post

### Core Competences

<b>All Sova staff are required to demonstrate a number of core competences as shown below:</b>	
1.	Manage self
2.	Support and promote Sova policy

3.	Be self-administering
4.	Communicate effectively
5.	Use Microsoft Office packages including Word and Excel to an excellent standard

### Attitudes and Behaviours

**All Sova staff are required to act at all times in accordance with Sova expectations of attitudes and behaviours. These attitudes and behaviours include, but are not limited to:**

1.	Representing Sova in a professional manner on all occasions.
2.	Striving to improve and share good practice, and work towards continuous improvement.
3.	Maintaining and promoting effective communication and shared good practice across the organisation as a whole and externally.
4.	Promoting mutual trust and respect as a guiding principle for all working relationships both internal and external.
5.	Adopting a co-operative approach to service delivery which draws on the strength, knowledge and expertise of all individuals including service users, staff and volunteers.
6.	To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults

## Project Quality and Compliance Lead – Youth Promise

### 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	Good 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 working knowledge of managing data and using a variety of databases.	E
<b>2</b>	<b>Abilities and skills</b>	
2.1	Effective interpersonal skills with the ability to engage successfully with internal and external stakeholders at all levels and participate at contract meetings.	E
2.2	The ability to work collaboratively with others (internally and externally).	E
2.3	The ability to manage a variety of tasks, managing deadlines within a Policy driven framework.	E
2.4	Ability to monitor target data, produce statistical reports and analysis	E

2.5	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
<b>4</b>	<b>Special conditions relating to the post</b>	
4.1	Enhance DBS check required	E
4.2	Ability to travel within regions without access to public transport	E

### Summary of conditions

<b>JOB TITLE:</b>	<b>Project Quality and Compliance Officer – Youth Promise</b>
<b>BASE:</b>	Scala House, Birmingham
<b>STARTING SALARY:</b>	£19,482
<b>SALARY TOP of BAND:</b>	£21,147
<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 2018.
<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