



Role Profile	
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Advanced / Senior Officer (Tier 7a)
Associated job summary overviews	• Brokerage Officer • Quality Improvement Officer • Commissioning Officer • Local Area Coordinator
Grade / Grade range	9 - 11
Reference number	HESC-7A

Purpose

Deliver high-quality services through projects and initiatives that manage a range of complex inquiries, issues, and communications, drive service improvements, ensuring effective use of digital systems and data, engagement and partnerships. Act as a key point of contact to progress key area of work, resolving a range of issues including conflicting priorities and supporting senior managers to enable delivery of service priorities. Mentoring colleagues, enhancing team capability, and contributing to a culture of continuous improvement.

Corporate accountabilities

- Be technically sound and proficient in an area of specialism by keeping up to date with latest updates, industry best practice and improvements ensuring you can drive continual service improvements
- Demonstrate professionalism at all times and embrace matrix working with colleagues and partners, removing silos
- Take responsibility for professional growth by seeking and acting on feedback
- Provide team members with feedback and coaching, and share best practices
- Collaborate with managers to mitigate risks and meet business goals on time and within budget
- Prevent or mitigate risks, including risks to health and wellbeing
- Be innovative - and implement changes through project plans, reports and engagement with providers and service users
- Communicate clearly and effectively with a wide range of colleagues and customers
- Provide complex information and respond to queries, including queries from other team members.
- Influence and negotiate with stakeholders in the community, and across health and care providers to achieve desired outcomes
- Act as an Equality, Diversity and Inclusion (EDI) role model, taking responsibility for learning about EDI and promoting an inclusive working environment.



- Seek to enhance the health and wellbeing of yourself and others
- Support improved environmental performance within your team by being conscious of the impact of activities on the environment and climate.
- Adhere to contract and financial policies, procedures and timelines to ensure the Council' and ICB's transactions, commitments, contracts, and essential accounting information are recorded completely, accurately, and promptly

Professional pathway accountabilities

- Translate organisational and system priorities into actionable plans, championing change initiatives and contributing to service improvement strategies.
- Optimise the use of digital tools and systems to streamline workflows, enhance data sharing, and support team productivity.
- Oversee the integrity and analysis of data across systems, ensuring accuracy, compliance, and timely reporting to inform decision-making.
- Manage high-level communications and correspondence on behalf of senior leaders, including briefing notes, formal letters, and stakeholder updates.
- Identify and address operational challenges during project delivery, applying problem-solving techniques and escalating risks appropriately.
- Lead on resolving complex inquiries and provide guidance to colleagues and customers, ensuring clarity and professionalism in all communications.
- Take ownership of personal and team development by mentoring junior staff, sharing expertise, and engaging in structured learning aligned with service goals.
- Build and maintain collaborative relationships with internal teams, external partners, and communities, adapting approaches to meet diverse and evolving needs.

Essential skills, knowledge and experience required	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
Holding relevant professional qualifications or equivalent experience in a similar role and sector	✓	
Strong interpersonal skills with the ability to influence and support others across different levels	✓	
Sound understanding of organisational processes and how they contribute to wider service outcomes	✓	
Ability to manage competing priorities and work under pressure with minimal supervision	✓	
Skilled in interpreting and applying policies, procedures, or regulatory frameworks	✓	
Confident in using data to support evidence-based decisions and service planning	✓	
Experience in handling complex inquiries and providing professional guidance	✓	

Values and behaviours

Our organisational values underpin everything we do and say. In short: our values describe 'the way we do things here'. They are:



- **Always learning**
- **Be kind and caring**
- **Equality and integrity**
- **Take responsibility**
- **Daring to do it differently**

Accessibility

If you (or anyone you know) needs this document in an alternative format i.e., Easy Read, large text, audio, Braille, or a community language, please contact your line manager to discuss your requirements or call the council's customer services team on 01865 792422 and we will work with you to meet your needs.



Job Summary Overview

Job title	Quality Improvement Officer
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Advanced / Senior Officer (Tier 7a)
Grade	11
Reports to	Quality Improvement Team Manager
Financial responsibility	They have oversight over significant contract spend within their portfolio, ensuring that services are delivered to a high standard and represent excellent value.
Supervisory responsibility	N/a
Reference number	ROP-HESC-7A

This job summary overview should be read in conjunction with the associated role profile (HESC 7a) corresponding to the professional pathway level.

Job Summary

The Quality Improvement Officer works to enhance service provider performance and quality within Life Stage and Education services. They address underperformance, support compliance, and promote effective, person-centred practices. By collaborating with suppliers and analysing data, the officer helps achieve measurable outcomes for those receiving care, education, and support.

- Champion a person-centred approach, fostering collaborative relationships with service providers, stakeholders, and partners.
- Drive continuous improvement and innovation across commissioned services, addressing underperformance and supporting the achievement of quality outcomes.
- Support compliance with statutory and contractual standards, safeguarding children and vulnerable adults in line with legislation.
- Contribute insight and advice to commissioning processes and market development, ensuring effective service frameworks and solutions.
- Undertake analysis and share intelligence to enhance service quality, efficiency, and value for those accessing care, education, and support.
- Advise and enable providers to sustain and elevate standards, achieve efficiencies, and deliver measurable results in line with organisational objectives.
- Monitor provider performance and quality, ensuring compliance with relevant policies and legislation.
- Lead on the mobilisation of new contracts, supporting providers throughout implementation and transition phases.



- Carry out due diligence and compliance checks, ensuring safety, suitability, and sustainability for service users at all stages.
- Facilitate effective project and change management, collaborating with key stakeholders to achieve strategic outcomes.
- Perform any other duties commensurate with the grading of the post.

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
A degree level or equivalent qualification or relevant professional experience commensurate with the role	✓	
Significant Operational contract management work experience (preferably in local government or the wider public sector)	✓	
Experience of monitoring and supporting commissioned services to deliver outcomes, quality, value and innovation, including addressing underperformance and operational issues.	✓	
Experience of collaborative approaches to contract management and provider development, including building capacity and strengthening operational practice.	✓	
Broad knowledge of the purpose, value and effective delivery of operational contract management within the overall commissioning cycle.	✓	
Demonstration of commercial awareness and financial acumen, including how to negotiate, influence and develop provider performance.	✓	
Evidence of using a range of tools, core Microsoft applications and other applications which will support effective monitoring, including capturing robust data, data analysis and reporting.	✓	
Understanding of the legislative frameworks for safeguarding vulnerable adults and children and knowledge of legislation, care quality practice and contract monitoring for the relevant life stage (Start Well; Live and Age Well).	✓	
Ability to work under pressure in a complex, fast paced and changing environment, prioritising effectively in order to deliver responsibilities.	✓	
Ability to work in a collaborative and constructive way with others as part of a team, providing challenge where appropriate, to solve problems and implement solutions.	✓	
Ability to communicate effectively in formal and informal settings, build strong relationships and work flexibly with a wide range of stakeholders, including suppliers and operational services.	✓	
Experience of joint commissioning and collaborative working across multiple organisations, including Health and other public sector partners.		✓
Experience of monitoring commissioned services for the relevant life stage (Start Well; Live and Age Well).		✓



Good knowledge of the health, education and social care strategic landscape, including legislation, regulations, government guidance and policies.		✓
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Working Arrangements

- The post is not politically restricted.
- Basic DBS check with Barring List is required. [Note – this should be based on Verifile record/title]
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our [Agile Working Policy](#)
- Able to travel across the county and work from various office locations within the county.

Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

☐	Provision of personal care on a regular basis	☐	Driving HGV or LGV for work
☐	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
☐	Working at height/ using ladders on a regular/ repetitive basis	✓	Restricted postural change – prolonged sitting
☐	Lone working on a regular basis	☐	Restricted postural change – prolonged standing
☐	Night work	☐	Regular/repetitive bending/ squatting/ kneeling/crouching
☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
✓	Significant use of computers (display screen equipment)	✓	Work with vulnerable children or vulnerable adults
☐	Undertaking repetitive tasks	☐	Working with challenging behaviours
☐	Continual telephone use (call centres)	☐	Regular work with skin irritants/ allergens
☐	Work requiring hearing protection (exposure to noise above action levels)	☐	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐	Work requiring respirators or masks	☐	Work with vibrating tools/ machinery
☐	Work involving food handling	☐	Work with waste, refuse
☐	Potential exposure to blood or bodily fluids	☐	Face-to-face contact with members of the public
☐	Other (please specify):		