**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Quality Improvement Officer |
| Salary: | £40,476- £43,693 |
| Grade: | 11 |
| Hours: | 37 Permanent  |
| Team: | Health, Education and Social Care Commissioning  |
| Service Area: | Quality Improvement  |
| Primary Location: | County Hall, Oxford OX1 1ND. Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working.  What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based.  Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process |
| Budget responsibility: | No |
| Responsible to: | Quality Improvement Manager |
| Responsible for: | n/a |
| Political Restricted Post: | No  |

## Job Purpose

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| *A brief overview of the key objectives of the job:*The role of commissioning is to understand the population, their resources, needs, and aspirations, now and in the future. We plan with local people, and our organisational partners, to make the most effective use of local resources and develop solutions to meet needs and aspirations. We create an environment where we, local people, and organisational partners can deliver outcomes with consistency using the right skills and services in an appropriate vehicle. We support continuous improvement so we can be even more ambitious for our organisations and communities in the future.  We strive to achieve this in partnership with local people, NHS commissioners, districts and city council, and providers. This promotes a person-centred, place-based and outcomes focused approach across our whole local system.  We support our organisation, local people and partners to look forward, using analysis and evidence to inform plans, manage risks appropriately, apply insight and develop the market to enable the right services for our local people. We drive change so people receive the right service for their need while ensuring the best possible value is achieved, being flexible to allow for different circumstances and applying our specialisms. We learn and adapt to deliver positive outcomes in efficient and consistent ways, constructively challenging how services are provided and working together to build on our strengths.  The postholder will lead on operational contract management and improvement activities to ensure high quality, value and performance of providers of Health, Education and Social Care services. These activities will include monitoring services and compliance with regulations, provider development and enabling effective commercial practice. They will be aligned to a portfolio of services within one of the following Life Stages – Start Well, Live Well, Age Well The postholder will work closely with a range of stakeholders involved in commissioning, procurement and contract management on behalf of the Council and partners, particularly the Council Hub which leads on strategic contract management and commercial insight.  |

## Job Responsibilities

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.* To monitor the quality, value and performance of providers delivering services relevant to their primary Life Stage in line with agreed contract requirements, standards, service agreements and statutory duties.
* To provide support to specific providers where underperformance or further development needs are identified, co-developing and implementing action plans and taking corrective action where necessary.
* To support providers in achieving compliance with requirements in regulations, contracts or service agreements including advising and problem solving.
* To manage operational risks and issues regarding providers of Health, Education and Social Care services for their primary Life Stage, undertaking mitigating action or escalating where required.
* To identify appropriate and proportionate measures for quality, value and performance relative to the complexity, cost and risk of the services, working with providers and partners to measure and monitor these in a transparent and collaborative manner.
* To enable, build and maintain effective working relationships with individual suppliers and the wider market, supporting commissioning colleagues and the Council Hub with efficient and cost-effective use of resources by the council and partners.
* To be responsible for timely, accurate and robust data recording, documentation and analysis for monitoring and reviewing provider quality, improvement and performance using the relevant processes and ICT systems.
* To work with providers to achieve a person-centred approach to care, including engaging with service users, carers and families on feedback, views and ideas to review and improve service provision.
* To undertake local, regional and national research, benchmarking and sharing of good practice across providers, encouraging innovation, creativity and continuous improvement in commissioned services.
* To ensure that children and vulnerable adults are safeguarded at all times and in line with current legislation, and where appropriate to report areas of concern.
* To support Category Managers in the Council Hub to analyse and review spend and value in relation to the relevant services within their portfolio, working to identify efficiencies and cost-effective solutions where required.
* To support commissioning processes undertaken by Commissioning teams, providing insight and advice and undertaking tasks as required.
* To provide quality and improvement advice, insight and performance data on providers to shape and influence the development of a market for relevant Health, Education and Social Care services.
* To conduct relevant project and change management, working closely with providers, service managers and other key stakeholders to plan and deliver effective change.
* To undertake any other duties commensurate with the grading of the post.
* Any other duties as may be deemed necessary to carry out the full remit of the role.
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# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| --- | --- |
| Essential Criteria | Assessed By: |
| A degree level or equivalent qualification or relevant professional experience commensurate with the role  | A, I  |
| Operational contract management work experience spanning at least 2 years (preferably in local government or the wider public sector).  | A, I  |
| Broad knowledge of the purpose, value and effective delivery of operational contract management within the overall commissioning cycle.  | A, I  |
| Experience of monitoring and supporting commissioned services to deliver outcomes, quality, value and innovation, including addressing underperformance and operational issues.  | A, I  |
| Experience of collaborative approaches to contract management and provider development, including building capacity and strengthening operational practice.  | A, I  |
| Demonstration of commercial awareness and financial acumen, including how to negotiate, influence and develop provider performance.  | A, I   |
| Evidence of using a range of tools, core Microsoft applications and other applications to support effective operational contract management, including data analysis, compliance monitoring and performance management.  | A, I   |
| Good understanding of the legislative frameworks for safeguarding vulnerable adults and children and broad knowledge of key legislation in relation to adults and/or children’s services.  | A, I  |
| Ability to communicate effectively, build strong relationships and work flexibly with a wide range of stakeholders.  | A, I  |
| To be fully vaccinated against Covid-19 unless exemptions apply.  | D  |
| Key Behaviours * Takes ownership and accountability for their personal

 performance.  * + Builds strong relationships and networks, takes a collaborative approach with colleagues and stakeholders.
	+ Role models a positive, can-do attitude with a continuous improvement mindset.
	+ Is curious and actively seeks out emerging practices and development opportunities.
	+ Supports a strong team culture, empowering team members and supports team member’s learning and development.
* Communicates and collaborates pro-actively.
* Displays informed decision making
* Promotes a blameless culture.
* Resilient, determined and confident
	+ Provides their direct reports defined structures and objectives and applies robust performance management.
	+ Making the best use of the Oxfordshire resources – money, people, skills, estates, equipment etc – looking beyond organisational boundaries
* Putting people and communities at the core of all we do
 | I  |
| Desirable Criteria | Assessed By: |
| Relevant qualification in Health, Education, Social Care or Contract Management.  | A, I   |
| Demonstrable experience of operational contract management of services for the specific Life Stage or portfolio area for this role.  | A, I   |
| Experience of joint commissioning and collaborative working across multiple organisations, including Health and other public sector partners.  | A, I  |
| Good knowledge of the broad health, education and social care strategic landscape, including legislation, regulations, government guidance and policies.   | A, I   |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [x]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

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

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| [ ]  | 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 | [x]  | 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 |
| [x]  | Significant use of computers (display screen equipment) | [x]  | 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 | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

April 2022