

Quality and Compliance Co-ordinator

JE Code: JE2624



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Adult Services / Commissioning  |
| **Reports To:** | Quality and Compliance Manager |
| **Job Family:** | Business Administration |
| **Grade:** | D |
| **Political Restricted:****DBS Required:****If Yes:** | NNBasic / Enhanced |
| **Date:** | April 2024 |

**Key Deliverables**

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| **1.** | To support the Quality and Compliance Team to oversee contracted providers where international recruitment issues have been identified. Co-ordinate and liaise with providers to mitigate the risk of international staff being returned to country of origin, including making contact with alternative providers to relocate staff when necessary. |
| **2.** | To provide administrative support to the Quality and Compliance Team, including managing emails, calls, and appropriately directing enquirers, or answering queries and providing advice, acting as first point of contact for the team. |
| **3.** | To develop and maintain administrative systems to support the commissioning and monitoring of effective value for money services, ensuring work is prepared in time to meet internal and external deadlines. |
| **4.** | To assist the with the monitoring of Out of Area (OOA) contracts, reference requests, compliance checks, and monitoring of OOA placements. |
| **5.** | To provide accurate and prompt responses to requests for performance information to relevant organisations, external and internal partners, children’s social care, providers, senior managers, and others.  |
| **6.** | To report and liase with, on a regular basis, the Quality and Compliance Manager (QCM) and Deputy Quality and Compliance Manager on specific contractual issues.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | NVQ Level 2 in Business Administration or equivalent or able to demonstrate administrative experience  |
| **2.** | The ability to communicate on the phone, in writing, and face to face with colleagues, and other stakeholders as required |
| **3.** | Demonstrable evidence of ability to make full and effective use of Microsoft Office and other IT systems including accurate data entry  |
| **4.** | Can prioritise own workload, use initiative, work autonomously, plan and manage work, and deliver to deadlines  |
| **5.** | Confident to communicate with service providers, around contractual and or quality monitoring issues, to support the officers in the team.  |
| **6.** | Can remain calm and professional and work effectively to achieve positive outcomes for the team.  |



Job Family

Business Administration

Grade D

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### Role characteristics

At this level posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

### The knowledge and skills required

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

### Thinking, planning and communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other Council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision making and innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

### Areas of responsibility

The work carried out by job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Job holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.