


GLPC Job Description

	Job Title	Quality Assurance and Learning Officer
	Directorate	Children and Young People
	Department	Safeguarding and Quality Assurance
	Grade	PO1
	Reports to	Service Manager - Quality Assurance and Learning
	Staffing Responsibility	1 Apprentice

Job Purpose:

1. Deliver an efficient and well-supported case audit programme for the Department that drives organisational learning and practice improvement.
2. Operate an effective customer-focused learning and development service that is accountable for delivering learning to the right audience at the right time (staff, carers, members, volunteers).
3. Commission, coordinate, and evaluate the delivery of high-quality, cost-effective learning and development activities to meet the Department's statutory requirements and strategic aims.
4. Deliver practice development projects and programmes, ensuring clarity of programme aims, fair and equal access to all programmes and reports on programme outcomes.
5. Deliver effective and efficient use of resources, innovation and challenge in the way learning and development is delivered, in line with departmental priorities and budget.
6. Work in partnership with senior and frontline managers to ensure development needs are accurately assessed and development activities are designed to meet identified professional capabilities and performance needs.

Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.

3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. With line management oversight, project management of the case audit forward plan, communication and report schedule. Update guidance and pro-formas, arrange for case samples, track allocations, submissions and follow up actions.
8. Identify and report on trends in audit compliance.
9. Support organisational learning by tracking how learning from quality assurance activity is disseminated and its impacts.
10. Support the Principal Social Worker and QA & Learning Service Manager to ensure learning outcomes, service impacts and the difference we want to make for children and young people underpin all learning and development activities.
11. Oversee financial processes for the Safeguarding and QA Service, ensuring value for money. This includes but is not limited to supplier setup, processing invoices, timely and accurate raising and paying of purchase orders and resolving financial queries from suppliers. Maintain positive relationships with suppliers.
12. Support senior managers with the preparation of detailed, quality reports for a wide audience – Senior Leaders, Ofsted, Department for Education.
13. Project management of the CYP and foster carer training offer, including overseeing learning management systems, and registration and attendance for training and events, ensuring attendees are from prioritised groups and problem-solving issues of non- attendance with managers.
14. Prepare clear promotion materials for QA and Learning Service events, activity and guidance on registration and attendance; promote widely through relevant channels. Ensure progress against registration and attendance targets.
15. Build and maintain relationships with staff, managers, foster and kinship carers to understand their needs and deliver an effective service.
16. Ensure all L&D activity, including foster carer training, is clearly linked to strategic priorities and statutory requirements.
17. Ensure the training and support offer for foster carers operates smoothly, including contributing to Fostering Panel processes, accurate recording of training, providing support to the foster carer support group and feeding into annual reports.
18. Adapt service in response to feedback from managers, staff, families and quality assurance activity.

19. Quality assure all learning and development activity, including foster carer training.
20. Provide business support to panels as required (e.g. ASYE, SW Progression).
21. Develop and maintain project plans for ASYE, NAAS, Foster Carer learning and development, holding others to account for ensuring smooth delivery of all practice development programmes
22. Keep abreast of developments in policy relating CPD for social workers, foster carers, family support workers, SEND specialists, youth justice workers and other relevant professionals.
23. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
24. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
25. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
26. Support with participation and engagement activities with children, including planning, promotion and supporting the lead workers at events.
27. Undertake any other duties commensurate with the general level of responsibility of this post.

Special Requirements

28. To work flexibly (including evenings and weekends) to meet the business needs of the service.

DBS Status	Enhanced
Politically Restricted <i>(delete as appropriate)</i>	No

Person Specification

	To be identified by: <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i> <i>(Please indicate all that apply)</i>
Qualifications and Professional Membership requirements:	
1. A Level standard education	A
2. Training in project management	A/I
3. Evidence of relevant Continuing Professional Development (CPD)	
Knowledge (please specify all essential criteria):	
1. Knowledge of Social Work/early years staff training and on-going Social Work England CPD learning and development requirements	A/I
2. Knowledge and understanding of adult learning styles in the work place.	A/I
3. Understanding and commitment to customer care and listening to the voice of the child	I
Experience (please specify all essential criteria):	
1. Project management	A/T
2. Negotiating with others to problem solve and find resolutions	I
3. Mentoring staff to overcome worries and concerns	I
4. Quality assuring learning to social workers and other associated staff	I
5. Experience of supervising students to promote their professional development	A/I
6. Supporting the full learning lifecycle	T
7. Managing a learning management system, including the development and delivery of on-line learning, creating reports	T
8. Working effectively in a complex and culturally diverse environment	I

Skills and abilities (please specify all essential criteria):	
1. Strong analytical skills	T
2. Working with managers to promote learning and development is embedded in all service developments and initiatives	I
3. Identifying and evaluating the effectiveness and impact of learning and development activities	T/I
4. Prioritising own workload, work on own initiative and work to deadlines	I
5. Producing high quality written reports and data analysis	T
6. Communicating skills	I
7. Delivering for learning and development activities against service plans	T
8. Designing and delivering learning and development activities to a wide range of staff in a variety of formats	T/I
9. Analysis of complex information and data and translating these into reports	I
10. Project delivery and implementation in learning and development	T
11. Working to the available guidance and timescales prescribed by the Council	T/I
12. Staying abreast of developments in the area of learning and development for Social Workers and associated staff	I
13. An understanding and commitment to diversity, equalities impact assessments	I
14. Ability to manage staff	I

List desirable criteria:	
Additional qualifications or training in the area of learning and development	A