

Kent County Council

Job Description: Training and Quality Assurance Officer

Directorate	Chief Executive's Department
Unit/Section	Strategy, Policy, Relationships and Corporate Assurance (SPRCA)
Grade	KR8
Responsible to	Kent and Medway Safeguarding Adults Board Manager

Job Purpose

Manage, undertake and provide support on a range of specific projects within a multi-agency context for the Kent and Medway Safeguarding Adults Board Business Support Unit. Supporting the Board and Working Groups by completing tasks allocated to the Business Support Unit. The post holder will lead on the co-ordination of quality assurance and training activity and evaluation.

Leading quality assurance and training with multiagency partners and the public, the post holder will contribute effectively to supporting the key statutory functions of the KMSAB Team.

Accountabilities

1. Undertake project work, in conjunction with other members of the Business Unit, using project management skills to define project requirements, objectives and methodologies, monitor implementation and to ensure effective outcomes.
2. Lead on quality assurance both within the partner agencies and, where identified, residents of Kent and Medway. This will include coordinating the implementation of the KMSAB quality assurance framework and delivering presentations to working group meetings
3. Co-ordinate the work of the Quality Assurance Working Group, attending the meeting and preparing reports/update papers as required.
4. Work with partner organisations to implement the Board's training offer. Leading on the administrative support. Evaluate the impact of training suggestions for continuous improvements.
5. Lead on the co-ordination of key KMSAB processes, including organisation of SAR lessons learnt workshops for KCC staff and multi-agency partners and co-ordinating the self-assessment process, including peer reviews.
6. Provide business support to the KMSAB Manager and Independent Chair of the KMSAB through the proof reading, timeliness, accuracy and coherence of reports to the Board and Working Groups to which the Team is accountable. Ensure the KMSAB Business Unit is meeting the standards outlined in terms of reference and KMSAB Constitution.
7. Engage with senior managers, communication leads and multiagency partners to promote the work of KMSAB in relation to the KMSAB priorities outlined in the strategic plan.
9. Supervision of KMSAB Support Team members.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Training and Quality Assurance Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Qualifications	Educated to degree level or equivalent and/or proven ability to do the job
Experience	<p>Experience of working on your own and as part of a team in a busy office environment</p> <p>Experience of supporting and/or managing projects within scope and timescales</p> <p>Experience of quality assurance and evaluation processes</p> <p>Experience of management of administrative functions</p> <p>Experience of delivering presentations</p> <p>Line Management experience</p>
Skills and Abilities	<p>Excellent interpersonal and communication skills; must be able to communicate effectively at all levels both internally and externally</p> <p>The ability to converse at ease with the public, answer questions and provide advice and guidance.</p> <p>Good oral and written communication skills including: email and written correspondence; telephone and face-to-face communications; written reports, minuting and project updates; presentations</p> <p>Ability to manage projects and work with colleagues from different teams, across organisational boundaries, to ensure objectives are met</p> <p>High level of motivation and initiative</p> <p>Ability to prioritise and complete work quickly and accurately</p> <p>High degree of tact and sensitivity and excellent negotiation skills</p> <p>Ability to work on own initiative and as part of a team to produced required end results</p>

	<p>Good research, analytical and interpretive skills</p> <p>Excellent IT skills in Microsoft Office, including Excel, and web based programmes</p>
Knowledge	<p>General understanding of legislation and national developments relevant to Adult Safeguarding</p> <p>General knowledge of Adult Safeguarding including local policies</p> <p>Sound knowledge of policy and procedure and changing agendas within KCC, including roles of teams, officers and members, partnership agencies and the political agenda.</p> <p>Clear understanding of performance management procedures</p> <p>Good understanding of issues relating to project management</p> <p>Sound knowledge of Data Protection Legislation</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>