

**Manchester City Council
Role Profile**

**Quality Assurance Officer, Grade 6
Education & Skills, Directorate for Children and Families**

Reports to: Education Casework & QA Officer

Key Role Descriptors:

The role holder will work as part of the Education and Skills service and provide a key role across the city for quality assuring childcare provision for children in the early years.

The role holder will have a key role in engaging and influencing childcare providers to sustain continuous improvement in provision and outcomes for children in the city and in supporting the development of self improvement across early years providers.

The role holder will work with other partners to safeguard children and ensure that children are accessing suitable and safe childcare.

Key Role Accountabilities:

Raise standards in the quality of provision and improve early years outcomes across the city by providing support and challenge to colleagues, childcare providers and stakeholders to ensure outcomes are met and service level agreements adhered to.

Monitor the outcomes of childcare providers, drawing on Ofsted inspection and using the Manchester Quality Assurance framework, contributing to and maintaining an accurate database of the quality of provision across the city.

Establish and maintain excellent relationships with other stakeholders, ensuring that the service is delivered to a high quality standard in line with performance and quality targets.

Collate data from a range of sources, provide analysis and prepare and present accurate, relevant information and themes.

Contribute to the improvement of the quality of childcare by participating in and leading briefings, pre-registration courses and Quality forums and monitoring the impact on outcomes.

Monitor and adhere to statutory guidelines and legislation in order to safeguard children.

Analyse and interpret feedback and performance data and proactively develop recommendations for improvement in line with best practice in a way that supports service priorities and objectives.

Accurately monitor customer care performance in line with key performance

indicators, producing reports on current position providing recommendations for improvement and setting clear business and personal objectives.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



Quality Assurance Officer – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Skills

- **Communication Skills:** Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements. Speaks fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence.
- **Analytical Skills:** Able and confident to resolve queries within the area of knowledge. Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organisation:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary; be logical in thinking and explain reasoning behind decisions or actions taken. Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems.
- **Financial Management:** Numeracy and accuracy skills to collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources and monitoring procedures. Knowledge and skills to operate within financial rules and procedures using financial systems and tools effectively.

Technical Requirements

- Thorough knowledge, understanding and relevant experience of Early Years childcare provision and the associated statutory requirements.
- Willingness to apply for an enhanced DBS check