

Role Profile

Part A - Grade & Structure Information

Job Family Code	100S	Role Title	Reporting & Quality Assurance Officer - WorkWell
Grade	PS10	Reports to (role title)	WorkWell Strategic Programme Manager
JE Band	371-438	Directorate / School	Place
Date Role Profile was created	Jun-26	Service / Department	Economy and Growth
<u>Agile</u>	Information	<u>DBS Requirement</u>	Standard

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To lead on ensuring that WorkWell services in Surrey and Sussex are being delivered in line with our agreed service standards as well as fulfilling contractual obligations as Lead Accountable Body on behalf of the Surrey and Sussex ICB inline with DWP grant conditions. To ensure all data and monitoring requirements are fulfilled across Surrey and Sussex delivery, utilising a data-led informed approach to devise and implement service and quality improvements to ensure a consistent and coherent WorkWell offer across Surrey and Sussex To lead on the evaluation of WorkWell, devising scope and requirements utilising qualitative and quantitative data to support service improvements Attend DWP reporting and quality training and information sessions to provide advice and guidance to all staff members. Support the WorkWell Strategic Programme Manager to highlight areas for improvement around quality, linking with the evidence of national model and Surrey pilot. To be responsible for all data, quality and reporting requirements, working alongside Surrey and Sussex delivery partners to ensure cohesive collection and reporting of data inline with DWP requirements To lead on the design and implementation of the CRM through the creation of forms, reporting templates and service standards, working with the Employment Support Services Manager to ensure consistency across Employment Support Programmes
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Work Context	Surrey County Council has been appointed as the Local Accountable Body for the delivery of the national WorkWell programme across the Surrey and Sussex ICB area. WorkWell will support up to 11,000 individuals who are experiencing health challenges and barriers that put them at risk of losing work or who are out of work. The Reporting and Quality Assurance Officer will be responsible for fulfilling our duty as Lead Accountable Body on behalf of Surrey and Sussex in terms of data collection, quality and assurance, ensuring the coordination of cohesive reporting across Surrey and Sussex, overseeing this function on behalf and in coordination with delivery teams based in each of the 4 upper tier local authorities in the area. As the interface between the DWP and the delivery areas, the postholder will be responsible for ensuring the local programme is compliant, delivers value for money and is in line with best practice nationally. The role will oversee the governance of the programme and reporting on it to the funding body (DWP). The role will report to the WorkWell Strategic Programme Manager and will play a key part in ensuring that the quality of the services provided within the WorkWell programme, which SCC is managing on behalf of the Surrey and Sussex ICB. The post holder will be responsible for ensuring that both our internal delivery as well as our externally commissioned services are delivering high quality services in accordance with data and reporting requirements. This will require the post holder to work closely with teams embedded across Surrey and Sussex to provide expert guidance and advice to a range of teams. The contractual base will be Woodhatch Place, Reigate. The role is hybrid with at least one day in Woodhatch (usually Tuesday), combined with regular attendance at meetings, community settings, workshops and events across the Surrey and Sussex geography, which will require regular travel across Surrey and Sussex.
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and Partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation

	• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Previous experience working in related field. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • Competent in a range of IT tools. • Previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Knowledge of the requirements of quality assurance, preferably in a supported employment or health coaching context. Experience of data and financial reporting, preferably within a supported employment or healthcare setting. Experience of working with CRMs to develop reporting and quality assurance frameworks. Ability to provide clear advice and guidance to a wide range of internal and external teams and to ensure continuous improvements are implemented. Excellent verbal and written communication skills and the ability to communicate complex information clearly and concisely. Ability to undertake reviews of services and write clear, actionable reports on the basis of them. Understanding of data protection and data security.
Role Summary	Roles at this level typically lead and manage the work of a specialist team or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.
Reference Number	BM-2026-239