

Role Profile

Part A - Grade & Structure Information

Job Family Code	100S	Role Title	Senior Programme and Quality Officer
Grade	PS10	Reports to (role title)	Supported Employment Services Manager
JE Band	371-438	Directorate / School	Place
Date Role Profile was created		Service / Department	Economy and Growth
<u>Agile</u>	Information	<u>DBS Requirement</u>	Basic

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 work horizontally across the wider Economy and Growth Team to promote integrated ways of working and delivery of our team-wide objectives. To achieve this by playing a lead role in ensuring that the services provided by the Council's Supported Employment function, including Connect to Work (CtW) and WorkWell (WW), are delivering high quality support and meet grant funding requirements. To support the Supported Employment Services Manager in setting and monitoring adherence to expected service standards for the CtW and WW programmes. To manage a small team of Programme Support Officers and ensure all programme data is being correctly managed and captured. To support the Supported Employment Services Manager in driving continuous improvement in our use of our CRM and MI systems for CtW and WW. To ensure that CtW services in Surrey are being delivered in line with the Individual Placement and Support (IPS) and Supported Employment Quality Framework (SEQF) guidance. To support the council's internal IPS and externally commissioned SEQF services to prepare for self-assessment and external audit of their fidelity to their respective frameworks. To review evidence provided for self-assessments and external audits and provide feedback and advice on how to improve fidelity alignment. To provide quality assurance data to CtW and WorkWell Team Leaders to support with caseload reviews and to support Employment Specialists with training, advice and guidance on alignment with expected service standards and fidelity requirements. To produce fidelity evidence spreadsheets for each review to provide recommendations for each service on areas to make improvements. Attend internal Supported Employment Team Meetings to provide advice and guidance to all staff members.
Work Context	The role will report to the Supported Employment Service Manager and will play a key part in ensuring that the services provided within the Council's Supported Employment function deliver effective and high quality services. We are currently delivering the Connect to Work programme and will be rolling out a new phase of the WorkWell programme from September 2026. The post holder will be responsible for ensuring that both our internal delivery as well as our externally commissioned services are meeting the requirements of their respective funding requirements. For CtW this will include ensuring alignment with SEQF and IPS fidelity frameworks. This will require the post holder to work closely with teams embedded across Surrey and to provide expert guidance and advice to a range of teams. The employment support functions within Economy & Growth oversee the strategic and operational oversight and delivery of programmes which support Surrey residents to find, maintain and remain in work. Currently these programmes are funded through DWP through Connect to Work and WorkWell. Integration of these programmes is a primary principle to provide a single coherent front door of support for residents, businesses and employers and is underpinned as our foundational way of working across Economy & Growth. The postholder as a result will need to work intersectionally across a range of economy and growth functions.
Line management responsibility if applicable	Direct line management of 2 Programme Support Officer roles Matrix management of up to 30 Employment Specialists on quality assurance matters
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	Experience of working in a mid to senior level quality assurance role within supported employment services. Excellent data and reporting skills, with an eye for detail and the ability to provide actionable and evidence based reports to colleagues. Experience of motivating a team to achieve continuous improvement, preferably in a quality assurance or management information reporting environment. In depth knowledge of the requirements of the IPS and SEQF fidelity scales. Ability to translate understanding of IPS and SEQF fidelity scales into self-assessments of supported employment services and preparation for external audits. 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.
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