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Candidate Information Booklet

LEMIS+ Project: Quality Assurance Officer

(Ref: QA/08/17)

Closing date for applications:

12 noon on Friday 1st September 2017



Job Title: Quality Assurance Officer

**Responsible to:** **Quality Assurance Coordinator**

Location: North Belfast

Hours: 37.5 Hours

Salary: £24,964

Pension: 7%

Contract Term: End March 2018 (dependent on funding)

*JOB BACKGROUND:*

This post is part of the LEMIS+ project, a Belfast wide employment project implemented by a consortium of organisation led by Ashton Community Trust. The LEMIS+ partnership organisations are:

* GEMS NI
* Upper Springfield Development Trust
* Impact Training
* East Belfast Mission

The post holder will be responsible for the development of the Belfast Citywide LEMIS+ quality assurance systems, employing a variety of measures to place quality at the heart of delivery. This includes advising and providing training, tools and techniques to enable partner organisations to achieve quality. The Quality Assurance Officer will travel throughout Belfast to the locations of the LEMIS+ partners and their supply chains, reviewing and reporting on the quality of the provision, identifying good practice and issues to be addressed.

## *KEY TASKS & RESPONSIBILITIES:*

1. To develop and maintain an effective quality assurance and monitoring system for a Belfast Citywide LEMIS+ project ensuring maximum productivity.
2. To provide assurance for the LEMIS+ partners, staff and sub contractors are delivering high quality services as part of the LEMIS+ programme
3. To contribute to the overall evaluation of each consortium partner’s delivery performance
4. To monitor and report on quality improvement in response to outcomes from evaluation.
5. To Advise Line Manager of any areas of concern relating to quality or performance
6. To promote quality improvement through identification and sharing of best practice across contracted areas.
7. To promote quality achievement and performance improvement throughout the LEMIS+ partnership including setting quality assurance compliance actions.
8. To build and maintain positive, open relationships with partner organisations and provide them with a broad range of infrastructure support, including establishing clearly defined quality methods and procedures for them to apply;
9. To ensure that LEMIS+ is delivered in accordance with the work programmes, outputs/outcomes and budgets contained in the application form as well as follow the audit requirements under ESF and any match funders requirements
10. To provide advice and specialist support and training to the partnership members to ensure that they introduce systems that would enable them to generate information to the standard required;
11. To promote standards of quality and transparency in the delivery of LEMIS+
12. To liaise and co-operate with staff within funder organisations such as the DftE, ESF Unit on the management and delivery of the programme contract;
13. To monitor and report on compliance with the LEMIS+ database and ensure corrective measures are identified where appropriate
14. To monitor and carry out other administrative functions required for LEMIS+
15. To perform such other relevant tasks deemed necessary by Management team of the Employment & Training Services to ensure the effective and efficient implementation of the organisation’s action plan
16. To work within and promote existing policies of the organisation, including health and

#### OTHER RESPONSIBILITIES

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Ashton Community Trust, as may reasonably be requested by the Director
* Work flexibly on evenings, weekends and during school holidays to ensure full delivery of the programme.
* Undertake training in order to develop work related skills and knowledge.
* Work with due regard for Ashton Community Trust’s core values and objectives
* Ensure the effective implementation of and adherence to, the Trust’s policies and procedures
* Participate in Ashton Community Trust’s Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with your line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and contribute to opportunities to present outcomes and case studies.

**Status of the Job Description**

This job description is not incorporated into the employee’s employment contract. It is intended as a guide and should not be viewed as an inflexible specification and it may be varied from time to time in the light of strategic developments following discussion with the post holder. The post holder will be expected to work to objectives agreed with the line manager

Please note that this job is being advertised subject to receiving the necessary funding

#### Person Specification

**Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the application criteria for the post.**

**Important**

**Applications must only be completed using computer as no hand written applications will be considered for short listing**

**Please read questions carefully and provide full and clear detail in answer to each of the questions**

**Essential Criteria**

1. Recognised professional qualification Level 3 or above in a relevant field (relevant fields include quality assurance, assessor awards or equivalent) and at least one years’ experience of delivering and monitoring ESF or other government funded employment and self-employment outcome based programmes.

**Or**

At least 3 years’ experience within the last 5 years of delivering and monitoring ESF or other government funded employment and self-employment outcome based programmes.

1. Experience of setting high standards to achieve project funded objectives, continually monitoring levels/standards of support and identifying ways of making improvements based strategic evaluation or feedback
2. Ability to multi-task and handle a fast paced work environment
3. Ability to establish and maintain good working relationships with a diverse range of people including staff in partner organisations and beneficiaries
4. Experience with responsibility for quality assurance and quality monitoring.
5. Experience of having reported about performance, basing analysis on achievements against planned activities and targets.
6. Excellent communication skills, both written and oral, with good report writing and presentation skills and confidence presenting to large groups of people
7. An ability to work within a complex operating environment with a range of stakeholders and partners
8. Excellent IT skills with experience database systems including; ability to use MS office (Word, Excel) Internet and Email;
9. Ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives
10. A willingness to be flexible in work patterns and to fulfil occasional evening and weekend duties
11. Valid driving license and access to transport appropriate for the post. (Consideration will be given to candidates, who because of a disability, cannot hold a driving license but they must have access to a mode of transport that allows them to fulfill the duties of the post)

**Desirable Criteria**

**(Desirable criteria may be used to shortlist applicants, should there be a need to facilitate manageable shortlists)**

1. Knowledge and understanding of relevant quality assurance systems particularly the common inspection framework related to Education Training Inspectorate (ETI).
2. Knowledge and understanding of ISO9001:2008 Quality Management System.

**Vetting**

Appointment to this post is subject to successful applicant declaring all pending prosecutions, convictions, cautions and bind-over orders and their name will be submitted to Access NI for a check to be carried out.

**Guidance for Making your Application**

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential/desirable criteria.

* The space available on the application form is the same for all applicants and must not be altered.
* Ashton Community Trust will not accept CV’s, letters, additional pages or any other supplementary material in place of or in addition to, completed application forms.
* Applicants must complete the application form in black typescript.
* Applicants must not reformat their application form.
* Information in support of your application will not be accepted after the closing date for receipt of applications.
* Relevant or equivalent qualifications – if you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied, etc. so the panel can make a well-informed decision.
* It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the selection panel will reject your application.
* The examples you provide should be concise and relevant to the criteria. This is very important as these may be discussed at interview and you may need to be prepared to talk about them in detail if you are invited to interview. It is your unique role that the panel are interested in, not that of your team or division.
* Ashton Community Trust will not make assumptions from the title of the applicants post or the nature of the organisation, as to the skills and experience gained.

**Application Form Submission**

* Completed applications can be submitted by:
	+ Email to HR@ashtoncentre.com, by post or delivered by hand to HR, Ashton Centre, 5 Churchill Street, Belfast, BT15 2BP.
* We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.
* Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to Ashton Community Trust to meet the required deadlines.
* Ashton Community Trust will not accept application forms where there has been a shortfall in postage.
* Should you have any queries please contact HR on 02890 742255 or email HR@ashtoncentre.com.

**Interview Guidance for Applicants**

At interview, the selection panel will assess candidates against the competencies, qualifications and experience for the post.

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

* Talk through previous jobs from start to finish
* Provide generalised information as to your background and experience.
* Provide information that is not specifically relevant to the competence the question is designed to test.

A competence based interview does however require you to:

* Focus exclusively, in your responses, on your ability to fulfil the competences required for the effective performance in the role.
* Provide specific examples of your experience in relation to the required competence areas.

**Disability Requirements**

Ashton Community Trust will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form part of the selection process. If you are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up appointment. If you wish to discuss your disability requirements further, please contact HR on 02890 742255.

**Feedback**

Ashton Community Trust is committed to providing feedback in respect to decisions taken in determining eligibility/shortlisting as well as at interview. Feedback will be communicated on receipt of a written request.

**Equal Opportunities Monitoring Form**

**Please note this form is regarded as part of your application and failure to complete and return it will result in disqualification.**

The information is used for monitoring purposes only. All applications for employment are considered strictly on the basis of merit.

Ashton Community Trust complies with relevant Equal Opportunities legislation and policies.

Please complete the monitoring form and return in a separate envelope marked ‘Monitoring Officer’.

Prior to appointment with Ashton Community Trust the following will be required:

* Proof of qualifications
* Proof of eligibility to work in the UK
* Personal ID
* ACCESS NI check depending on role.

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**Confidential**

Ashton Community Trust

Ashton Centre, 5 Churchill Street, Belfast BT15 2BP

Reference: **LEMIS+ Project:** **Quality Assurance Officer**

**Employment Application Form**

Please complete this application form in **typescript** **only** and return it on or before the closing date stated. Late applications will not be accepted. Only information provided on this application form will be considered by the panel. CV’s will not be accepted.

|  |  |  |  |
| --- | --- | --- | --- |
| **Post applied for:** | **LEMIS+ Project: Quality Assurance Officer** | **Application Number:** | **QA/08/17** |
| **Hours:** | **37.5 hours per week** |
| **Closing Date and Time:** | **Friday 1st September 2017 at 12 noon** |

**Personal Details:**

|  |  |
| --- | --- |
| **Surname:** | **Telephone Number (Home):** |
|  |  |
| **Forename(s):** | **Telephone Number (Mobile):** |
|  |  |
| **Title:** | **Email Address:** |
|  |  |
| **Address:** | **Postcode:** |
| **NI Number:** |  |
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**Relevant Qualifications and/or Professional Membership**

Original proof of qualifications will be requested if recommended for appointment

 (Please continue on a separate sheet of necessary)

|  |  |  |  |
| --- | --- | --- | --- |
| **Examination level** **(for example, GCSE/’A’ Level/Degree/NVQ/** | **Subject(s)** | **Grade** | **Date Gained** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Professional Qualifications** | **Registration Body/Number** |  | **Date Gained** |
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**Employment History**

Please give details of jobs that you have held, starting with your present or most recent employer and work backwards, in chronological order. Include in this section any breaks in employment history for example, caring responsibilities, travelling or returning to study, registered unemployment and temporary/voluntary employment. (Please continue on a separate sheet if required)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name and Address of Employer and Nature of Business** | **From**  | **To** | **Job Title:** | **Final Salary and Reason for Leaving** |
|  |  |  |  |  |
| **Notice required if offered the position for which you have applied?** |

**Training**

|  |
| --- |
| **Details of relevant training courses attended and awards achieved, including dates if appropriate** |
|  |

**Suitability for this position**

Please detail your suitability for this position under the relevant headings below, describing how your experience and knowledge relates to the job description and person specification.You must ensure that you provide sufficient information on the application form to enable the selection panel to assess your eligibility at shortlisting.

|  |
| --- |
| **Essential Criteria** |
| **1. Please tell the panel that you have a recognised professional qualification Level 3 or above in a relevant field (relevant fields include quality assurance, assessor awards or equivalent) and at least one years’ experience of delivering and monitoring ESF or other government funded employment and self-employment outcome based programmes.****Or****At least 3 years’ experience within the last 5 years of delivering and monitoring ESF or other government funded employment and self-employment outcome based programmes.** |
| **2. Please demonstrate your experience of setting high standards to achieve project funded objectives, continually monitoring levels/standards of support and identifying ways of making improvements based strategic evaluation or feedback;** |
| **3. Demonstrate your ability to multi-task and handle a fast paced work environment**  |
| **4. Demonstrate your ability to establish and maintain good working relationships with a diverse range of people including staff in partner organisations and beneficiaries;**  |
| **5. Demonstrate your experience with responsibility for quality assurance and quality monitoring** |
| **6. Demonstrate your experience of having reported about performance, basing analysis on achievements against planned activities and targets**  |
| **7. Please give examples of excellent communication skills, both written and oral, with good report writing and presentation skills and confidence presenting to large groups of people** |
| **8. Demonstrate your ability to work within a complex operating environment with a range of stakeholders and partners** |
| **9. Please give examples of your excellent IT skills with with specific examples of using database systems including; ability to use MS office (Word, Excel) Internet and Email;**  |
| **10. Demonstrate your ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives** |
| **11. Are you willing to be flexible in work patterns and to fulfil occasional evening and weekend duties** |
| **12. Valid driving license and access to transport appropriate for the post. (Consideration will be given to candidates, who because of a disability, cannot hold a driving license but they must have access to a mode of transport that allows them to fulfill the duties of the post)** |
| **Desirable Criteria - One or all of the desirable criteria may be used to shortlist applicants** |
| **13. Knowledge and understanding of relevant quality assurance systems particularly the common inspection framework related to Education Training Inspectorate (ETI).** |
| **14. Knowledge and understanding of ISO9001:2008 Quality Management System.** |
| I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.**Signed…………………………………………………Date…………………………………..** |
|  |
| **Data Protection Act:** |
| Under the Data Protection Act 1998, Ashton Community Trust is required to notify applicants and prospective employees on how their personal data will be processed and used. This application form, excluding the equal opportunities monitoring form, will be retained by Ashton Community trust for a maximum period of 12 months, unless you are the successful applicant for the post, in which case the application form will become part of your employee record. Some of the data you provide is considered to be Sensitive Personal Data under the Data Protection Act 1998, this information will be used to assist us with recruitment monitoring. It will be held separately from application forms and will be retained for a three-year period under obligations arising from the NI Equality Legislation, it will also be held electronically.by Signing this form you are giving consent to Ashton Community Trust to use this data in the way described above.**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

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| **Personal Statement:** |
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| Ashton Community Trust is an Equal Opportunities Employer. The Trust encourages applications from people with disabilities and will not preclude full consideration of your application as a result of your disability. In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”. Do you consider yourself to have, or, have had a disability that is relevant to your job application? **Yes/No** If you have answered yes, is there anything we should know about your disability or requirements in order to: * Process your application fairly,
* Make any specific arrangements for your interview, and
* Make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post.

Provide details:  |

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**Private and Confidential**

The following pages will not be used as part of the selection process as they contain information that is strictly private and confidential.

|  |
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| **Referees** |
| Please give full details of two people (not relatives) that we can approach for references, one of which must be your current or most recent employer, if you have never been employed before please list details of someone who would know you in a voluntary or academic capacity. Please ensure that your referees are aware of this application, and, also, if you are providing us with their email address, that you obtain your referee’s permission to do so. References must be satisfactory to Ashton Community Trust |

|  |
| --- |
| **Reference** |
| **Name:** |  |
| **Occupation:** |  |
| **Full Address:** |  |
| **Telephone Number:** |  |
| **Email:** |  |

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| --- |
| **Reference** |
| **Name:** |  |
| **Occupation** |  |
| **Full Address:** |  |
| **Telephone Number:** |  |
| **Email:** |  |

I give Ashton Community Trust the right to investigate all references and to secure additional information about me, if job related. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I have read and understood the requirements and particulars for the job, which have been supplied to me. I further understand that the job offer may be subject to the satisfactory outcome of references and/or a satisfactory Access NI Disclosure.

|  |
| --- |
| I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.**Signed…………………………………………………Date…………………………………..** |

**Strictly Private And Confidential Reference No. QA/08/17**

**Disclosure of Criminal Convictions under the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979**

All applicants must complete this form and return in an envelope marked **confidential** to **Human Resources, Ashton Centre, 5 Churchill Street, BT15 2BP.**

**Post:** **LEMIS+ Project: Quality Assurance Officer**

Please read the following information carefully and then answer the questions:

**Commitment for Fair Selection**

Ashton Community Trust is an Equal Opportunities Employer, unprejudiced consideration will be given to all candidates for employment who declare criminal convictions unless the offence(s) is/are manifestly incompatible with the post in question. Any disclosure will be seen in the context of the job criteria, the nature of the offence and the responsibility for the care of existing clients and employees.

**Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979**

Because of the nature of the work you are applying for (staff employed by Ashton Community Trust will/may have substantial or unsupervised access to children and young people, older people and/or the mentally or physically disabled).

|  |  |  |
| --- | --- | --- |
| Do you have any convictions that are not ‘protected’ (as defined by the Rehabilitation of Offenders (exceptions) (Northern Ireland) Order 1979, as amended in 2014)? | Yes | No |

If yes, please give details of date(s), offence(s) and sentence(s) passed:

|  |
| --- |
|  |

**Please provide any other information you feel is relevant:**

This may include a description of your circumstances at the time, how your situation may have changed, positive outcomes arising from the conviction such as training received during a period of custody and/or why we should disregard the conviction.

|  |
| --- |
|  |

If you are applying for a post which involves contact with either children, young people or vulnerable adults, please also confirm that you are not listed on either of the following lists (as appropriate)

I confirm that I am not listed on the children’s barred list Yes No

I confirm that I am not listed on the adult’s barred list Yes No

**Notice to Applicants**

Please place the completed form in the confidential envelope supplied, seal and return with your application form. If you have downloaded your application form and will be Emailing it, please place the Criminal Convictions form in a confidential envelope, stating that it is for the purposes of the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979 and post it for the attention of **HR** please mark the envelope strictly confidential.

After the interview stage the selection panel will open the envelope of the candidate who received the highest score and separate arrangements will be made to discuss any criminal convictions. All other envelopes will be shredded.

I can confirm to the best of my knowledge, the information given on this form is true and complete.

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Warning: Failure to provide correct information may affect your application. We do not wish to exclude ex-offenders but we must ensure that the offence(s) that lead to conviction(s) is/are not manifestly incompatible with the post in question.

*****QF16/4*

**MONITORING FORM JOB REFERENCE NO: QA/08/17**

**MONITORING QUESTIONNAIRE UNDER THE ASHTON COMMUNITY TRUST’S EQUAL OPPORTUNITY POLICY**

**IN CONFIDENCE, USED FOR STATISTICAL PURPOSES ONLY**

Date of Birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_

**1 COMMUNITY BACKGROUND**

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am not a member of either the Protestant or the Roman Catholic

community

**2**  **ETHNIC ORIGIN**

WhiteBlack Other

Irish TravellerChinese

Pakistani Indian

Black CaribbeanMixed Group

Black AfricanOther

**3** **GENDER**

Female Male

**4** **MARITAL STATUS**

Married Single Widowed Separated Cohabiting

**5** **DISABILITY**

Under the *Disability Discrimination Act 1995* you are deemed to be a disabled person if you have cancer, multiple sclerosis or HIV infection.

Also, you are deemed to be a disabled person if you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.

**Do you consider that you are a disabled person?**

Yes:  No: 

**If you answered “yes”, please indicate the nature of your impairment by ticking the appropriate box or boxes below:**

**Physical impairment**, such as difficulty using

your arms, or mobility issues requiring you to use

a wheelchair or crutches:

**Sensory impairment**, such as being blind or

having a serious visual impairment, or being deaf

or having a serious hearing impairment:

**Mental health condition**, such as depression

or schizophrenia:

**Learning disability or difficulty**, such as

Down’s Syndrome or dyslexia, or **Cognitive impairment**,

such as autistic spectrum disorder:

**Long-standing or progressive illness or health condition**,

such as cancer, HIV infection, diabetes, epilepsy or

chronic heart disease:

**Other** (please specify):

…………

**When you have completed this questionnaire, please return it in the envelope provided to:**

**The Monitoring Officer,**

**ASHTON COMMUNITY TRUST,**

**5 CHURCHILL STREET, BELFAST BT15 2BP**

