

## Job Description

<b>Job Title:</b>	Senior Delivery Manager – Quality & Policy
<b>Directorate/Team:</b>	Employment, Skills, Health and Communities
<b>Location:</b>	16 Summer Lane or other site/location
<b>Responsible to:</b>	Head of Insight and Intelligence
<b>Responsible for:</b>	Line management of Delivery Managers
<b>Key working relationships:</b> (internal)	WMCA functional teams including Programme Assurance, Audit, Finance, Legal
<b>Key working relationships:</b> (external)	Ofsted, Colleges, Local Authorities, Training Providers, Skills England, Department for Education

## Purpose of the Post

The role will provide oversight of the monitoring of quality across operational delivery, development of quality systems processes, customer complaints (including whistleblowing) and audit of programmes in adherence with the Quality and Standards Framework across the Employment, Skills, Health and Communities Directorate. The intention of the role is to reduce risk and provide exceptional quality and positive outcomes for residents and employers in line with the single settlement.

The role will also involve engaging with national government and other mayoral strategic authorities to monitor and influence both strategic and operational developments through effective external partnerships. Through this engagement the role will help ensure WMCA's policy and devolution asks are informed by the experience of delivery in the region.

The role will be responsible for implementing, overseeing and monitoring the Quality & Standards Framework to ensure that delivery across the directorate is of good quality, ensuring both positive experiences and outcomes for residents and employers and funding is utilised for the purpose intended.

## Accountabilities

The role will be accountable for the implementation, oversight, monitoring and evaluation of the Quality and Standards framework for the Employment, Skills, Health and Communities Directorate ensuring that stakeholders (i.e. residents and business) receive a positive experience.

The role will be accountable for ensuring that the appropriate quality processes are in place for the lifecycle of a contract including commissioning, mobilisation, delivery and evaluation.

The role will be accountable for strategic relationships with national government and other mayoral strategic authorities as well as other governing bodies such as Ofsted, to ensure aligned audit activity.

The Senior Delivery Manager will have accountability for the ESHC quality and audit team, who will facilitate cycle of audit visits with funded partners.

Responsibilities
<div data-bbox="86 136 209 170">Strategic</div> <ul style="list-style-type: none"> <li>• Work flexibly and with integrity to meet the needs of the WMCA and Employment, Skills, Health and Communities function.</li> <li>• To build capacity and capability to the EHSC directorate to deliver a positive customer experience, to meet business and resident need.</li> <li>• Regularly review and update our understanding and approach to assessing quality to ensure it meets the needs of the WMCA Employment, Skills, Health and Communities directorate.</li> <li>• Responsible for sponsorship function with relevant external government bodies.</li> <li>• Develop and maintain effective external relationships with national government and other mayoral strategic authorities to monitor, inform, and influence strategic policy development.</li> <li>• Serve as the combined authority subject matter expert concerning the assurance of quality and risk across all the Employment, Skills, Health and Communities directorate.</li> <li>• Accountable for the quality and standard element of strategies and curriculum design, ensuring strategic fit with WMCA economic priority and resident need, compliance with awarding national standards, as applicable, and adherence to our quality assurance standards and processes.</li> <li>• Supporting the corporate aims and objectives of the WMCA business plan.</li> <li>• Accountable for reviewing and updating our understanding / approach to assessing quality (as powers and scope of WMCA responsibilities change).</li> </ul>
<div data-bbox="86 866 180 900">People</div> <ul style="list-style-type: none"> <li>• Lead a team to coordinate the planning and preparation for compliance, audit, and quality inspection activities and visits.</li> <li>• Managing individuals' performance, setting clear responsibilities and objectives and undertaking regular reviews to assess and support your team members. Providing coaching, mentoring or other types of support as required.</li> <li>• Building strong collaborative relationships with strategic partners, delivery partners and key internal and external stakeholders.</li> <li>• Providing senior level engagement and expert strategic advice on Quality and Audit both across the directorate and across the wider WMCA.</li> <li>• Coaching of the team to advise on the best approach to complex situations including strategic design, implementation, stakeholder management and under performance.</li> </ul>
<div data-bbox="86 1368 252 1402">Operational</div> <ul style="list-style-type: none"> <li>• To have an oversight of the Complaints and Whistleblowing processes to ensure effective resolution.</li> <li>• Assume overall responsibility for risk assessment, audit review, and monitoring compliance within the provider network within ESHC.</li> <li>• Identify deficiencies and potential improvements in policy and process; evaluate the effectiveness of current policies and processes; and recommend and implement necessary changes regarding internal and external quality, risk, and performance standards.</li> <li>• Advise and develop programmes to meet labour market and resident need to deliver high quality outputs and outcomes.</li> <li>• Collaborate with the directorate to enhance the quality of the offerings and to promote continuous improvement.</li> <li>• Advise on external requirements, ensuring alignment with company values in consultation with the Head of Insight and Intelligence.</li> <li>• Lead the development of monitoring and evaluation mechanisms in collaboration with stakeholders to capture, report and enhance services in relation to stakeholder feedback.</li> <li>• To have accountability for reporting strategic risk on quality and assurance, ensuring appropriate recommendations to correct and mitigate future risk.</li> <li>• Understanding of the procurement and contract management principles of the WMCA.</li> </ul>

<b>Financial</b>
<ul style="list-style-type: none"> <li>To identify, escalate and communicate areas of risk with SLT and wider internal stakeholders to minimise financial risk to WMCA</li> <li>Supporting the development of effective financial reporting processes to ensure robust management audit and risk controls are met.</li> </ul>
<b>Other</b>
<ul style="list-style-type: none"> <li>Represent the WMCA in a professional manner.</li> <li>Deputising for the Head of Service as required.</li> <li>Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.</li> </ul>

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	<b>Essential / Desirable</b>		<b>How Evidenced?</b>		
<b>Experience</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Experience of leading and managing quality and audit processes, ideally within an Employment and Skills setting	x		x		
Experience of leading the development of policy and strategy with a range of partners and experts	x				
Experience of partnership working and influencing a diverse range of stakeholders at a senior level	x		x		
Experience of solving complex problems, implementing effective solutions.	x			x	
Experience of leading and managing teams and monitoring performance effectively.	x		x	x	
A public sector background, preferably working in at least one of the following areas: economy, insights, skills, education or employment support		x	x		
<b>Skills / Knowledge</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Knowledge of how government funding streams work (particularly Employment and Skills) and are evaluated	x		x		
A strong understanding of quality and standards process and impact	x			x	
Strong attention to detail including observational, analytical, and organisational skills.	x			x	
Ability to design and embed processes effectively and collaboratively			x	x	
Excellent communication skills, both written and verbal, with strong experience of facilitating effective meetings.	x			x	
Ability to work effectively as part of a fast-paced team but also able to work under your own initiative, stepping up and leading when needed and taking decisions effectively	x			x	
Knowledge of curriculum/provision design and development.		x	x		
Knowledge of developing and implementing Risk Frameworks		x			
<b>Qualification / Education / Training</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Degree in a relevant subject or equivalent professional experience	x		x		

**Key:** A = Application, I = Interview, T = Testing/Assessment

<b>Core Expectations</b>
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<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
<b>Equality &amp; Diversity</b>	Promote and champion equality and diversity in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.
<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

### Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
<b>Collaborative</b>	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
<b>Driven</b>	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
<b>Inclusive</b>	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
<b>Innovative</b>	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

### Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### Job Evaluation Details

Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference