

Job Description

Job Title:	Fidelity and Compliance Officer
Directorate/Team:	Education, Skills, Health & Communities / Employment Support
Location:	16 Summer Lane or other site/location
Responsible to:	Delivery Manager – Quality and Standards
Responsible for:	N/A
Key working relationships: (internal)	You will work closely with the Employment Support delivery team as part of the Employment, Skills, Health and Communities (ESHC) Directorate.
Key working relationships: (external)	You will also be required to work closely with several external stakeholders, including local authorities, employment support providers, integrated care boards, and other relevant stakeholders, to ensure contractual requirements are met.

Purpose of the Post

This is a unique opportunity for a Fidelity & Compliance Officer with a strong background in supported employment to design and implement new processes, drive forward best practices, and ensure high fidelity of both IPS and SEQF Supported Employment models in the WMCA region.

This role will support the Employment Support programmes and wider ESHC team in effective fidelity and compliance monitoring of service provision, projects and programmes to meet funding and/or contractual guidance of funded programmes. This will include conducting reviews, designing action plans, monitoring progress & improvement, escalating concerns and working closely with the whole delivery team. You will be required to work with a broad range of external stakeholders and partners, including, but not limited to, Local Authorities, Employment Support Providers, the health sector, and voluntary and community organisations.

You will be required to have high levels of autonomy and initiative in working with the Delivery Manager for Quality and Standards to develop and improve quality and assurance processes continuously. You will have previous experience working in the Supported Employment sector and a strong knowledge of Fidelity Reviews and compliance in a supported employment funding setting.

Accountabilities

- Conduct fidelity reviews across WMCA's Supported Employment programmes, ensuring alignment with IPS and SEQF models.
- Design, implement and maintain effective quality assurance and compliance processes, in line with funding and contractual requirements.
- Develop and oversee action plans to address areas for improvement, escalating risks where necessary.
- Collaborate with delivery partners, local authorities, health services and VCSE organisations to embed and sustain quality standards.
- Provide clear, constructive feedback and insight from fidelity reviews to internal teams and senior management.
- Support the delivery of training sessions, workshops and communities of practice to share good practice and build capability.
- Represent WMCA in regional and national forums, feeding learning into continuous improvement across the directorate.

- Regularly visit delivery sites across the West Midlands to assess provision, offer support, and maintain strong relationships.

Responsibilities

Strategic

- To design & implement new systems and processes for reviewing fidelity of the new Supported Employment programme.
- To present findings of reviews to the wider delivery team, Delivery Manager, Monitoring & Evaluation officer and where appropriate the senior management team.
- Work closely with the wider management team to understand and drive forward the quality agenda.

People

- Work with stakeholders to align systems and processes to those established by Local Authority partners.
- Act as the main point of contact for Fidelity queries from stakeholders
- Attend national Supported Employment forums and events, consolidating learning and good practice.

Operational

- Align systems and processes to existing data and reporting mechanisms within the ESHC directorate
- To ensure the successful collation of evidence to demonstrate performance against Fidelity across WMCA's Supported Employment provision linked to the Adult Skills & Employment Functional Strategy
- To undertake assurance activity in line with IPS & SEQF Fidelity models across the new Supported Employment programme, developing action plans for continuous improvement
- To support the Delivery Manager – Quality and Standards to ensure the approach to quality & assurance standards are consistent and understood across the directorate and wider stakeholders
- Develop a consistent communication and coordinated approach to disseminate information across the directorate.
- To work closely with the Delivery Manager – Quality and Standards to ensure processes are understood and updated in a timely manner

Financial

- To accurately give feedback on the findings of fidelity reviews and associated compliance activity to share good practices, reporting risks and concerns.

Other

- Work flexibly and with integrity to meet the needs of the WMCA and Economy, Skills, Health and Communities function
- While the post will not require access to a car, it will involve a significant amount of traveling to stakeholders' premises as part of the employment support framework.
- The duties and responsibilities in this job description are not exhaustive, and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Experience of working with Supported Employment IPS or SEQF models	X		X		
Experience of Employment Support Fidelity Reviews	X		X		

Experience of stakeholder engagement to include influencing and mentoring, knowledge sharing and continuous improvement	X		X		
Experience of process design and implementation	X		X		
Experience of creating & monitoring continuous improvement actions plans	X		X		
Skills / Knowledge	E	D	A*	I*	T*
Knowledge of IPS & SEQF Fidelity Models	X			X	
Knowledge of WMCA's Employment & skills Strategy		X			X
Knowledge of continuous improvement processes	X		X	X	
Ability to create, continuously improve and embed policies & processes	X		X	X	
Knowledge of Microsoft Teams		X	X		
Strong attention to detail including observational, analytical, and organisational skills.	X		X	X	
Able to effectively communicate with both internal and external customers		X		X	
Able and comfortable in having difficult conversations	X			X	
Advanced proficiency in other MS Office applications including the ability to write and edit reports and presentations, formatting charts and graphs, managing calendars and scheduling activity.		X	X		
Effective time management skills and ability to work independently as well as a member of a cross-functional team is essential.		X	X		
Can exhibit the core values of the WMCA.	X			X	
Qualification / Education / Training	E	D	A*	I*	T*

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

Core Expectations	
Health, Safety & Wellbeing	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.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	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.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	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
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	‘One Organisation’ Mindset	Believe in each other’s expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	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 checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input checked="" type="checkbox"/>	None <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family