



Your job

Job Title: Quality Assurance Officer – SEND & Alternative Provision

Service: Children & Families

Grade: 8

Reporting to: Commissioning Manager – SEND & Alternative Provision

In this role you will support the Commissioning Manager to implement the Council's SEND and Alternative Provision Commissioning Strategy and Quality Assurance Framework which underpin our contracting arrangements with the independent specialist education and alternative provision market.

You will be responsible for ensuring that commissioned alternative provision and SEND providers meet the Council's expectations around the delivery of the quality of education and value for money, and provide assurance to the senior leadership team that children and young people have the support they need to access a suitable education and to achieve their potential in line with their education outcomes in their Education, Health and Care (EHC) Plans.

You will ensure that commissioned providers are compliant with the Children and Families Act, Health and Safety legislation and safeguarding regulations and provide appropriate advice and guidance to providers where corrective action is needed, and seek assurance that providers implement any changes required to meet the council's standards and expectations.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the

Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Ensure that the SEND and Inclusion Service quality assurance practices align to statutory guidance and best practice so that Council leaders and managers have confidence in the quality of specialist and alternative provision commissioned from the independent and non-maintained sector.
- Implement robust quality assurance practices across all aspects of commissioned SEND and Alternative Provision services to ensure a culture of performance management that drives continuous improvement.
- Work with officers, managers and leaders to identify and implement new ways of working and credible plans for future quality assurance activity.

On an ongoing basis you will:

- Work closely with the SEND and Inclusion services to review the quality of education provision commissioned from the independent, non-maintained and alternative provision sectors, including those with EHC Plans and Educated Otherwise than at School.
- Provide information, advice and guidance to commissioned providers to improve the quality of teaching and learning and compliance with Health and Safety and Safeguarding regulations.
- Ensure that accurate and reliable records are maintained on individual providers, in line with effective contract management arrangements to inform the Council's decision making and strategic and operational planning for children and young people in Wigan.
- Raise standards by supporting policy refinement, transformation initiatives, implementing training and learning opportunities for the workforce and promoting a learning culture within the SEND and Inclusion services.

- Ensure that the voice of children and young people and their families is at the heart of the Council's Quality Assurance Framework, and that their feedback informs any future commissioning activities.
- Act on any welfare or safeguarding concerns identified through the Council's quality assurance processes, and liaise with relevant officers, departments or external organisations in the best interests of the child.
- Lead on the investigation of complaints received from regulators in relation to commissioned independent, non-maintained and alternative provision providers.
- Work closely with both internal and external partners, across education, health and social care to gather intelligence about SEND and Alternative Provision providers; report on the findings from our quality assurance activities; and support the continuous improvement and development of Wigan's local offer for children and young people with SEND and those who require alternative Provision.
- Support the Service Manager for SEND to improve the quality of our Education, Health and Care Plans, through regular dip-sampling and auditing activities and by cascading learning to the workforce.
- Provide regular performance management information and reports on all quality assurance activity undertaken by the SEND and Inclusion services with a view to improving practice across both departments.
- Any other responsibilities allocated which are appropriate to the grade of the post.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

Qualifications

- Degree level qualification; or demonstrable evidence of relevant work experience.
- Evidence of continued professional development.
- Qualified Teacher Status (desirable).

Experience

- Working in an education environment, preferably within a school or local authority.
- Reviewing the quality of teaching and learning for children and young people and using this intelligence to formulate recommendations to improve the overall quality of practice.
- Experience of delivering feedback to individuals based on the assessment of the quality of practice.
- Analysing and interpreting complex information and data and using this to provide clear and concise reports to inform strategic and operational planning, development and review cycles.
- Working positively with key stakeholders to achieve shared goals and to manage conflicting priorities.

Knowledge

- An excellent understanding of the relevant legislation, statutory guidance and regulatory frameworks relating to children and young people in education, including the Education Act 1996, Children and Families Act 2014, Keeping Children Safe in Education and Ofsted inspection frameworks.
- Thorough knowledge of teaching best practices and legal educational guidelines.
- A practical understanding of quality assurances systems and processes and how best to use these to inform continuous improvement and developments.
- A good working knowledge of Microsoft packages including Word, Excel, Powerpoint and Teams and be able to use these to effectively present working processes and the evaluation of service delivery.

Skills and abilities

- Ability to establish and maintain effective working relationships with key stakeholders.
- Effective listening and communication skills, particularly in circumstances where diplomacy and/or sensitivity is required to support service developments and improvements.
- Ability to evaluate options and find effective and creative solutions.
- Ability to work successfully under pressure and prioritise tasks to manage your own workload.
- Ability to use IT systems to produce concise reports on service evaluation, performance management and quality assurance activities.

- To work independently and proactively to achieve the Council's strategic and operational priorities.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”