**Manchester City Council**

**Role Profile**

**Quality and Standards Officer, Grade 6**

**Capital Programmes & Procurement, Corporate Services Directorate**

**Reports to: Commercial & Compliance Manager**

**Job Family: Policy and Governance**

**Key Role Descriptors:**

Working within a support service or Centre of Excellence, the role holder will provide high-quality policy and governance support and advice to enable the delivery of service and organisational objectives.

The role holder will deliver an effective, professional policy support function, establishing excellent relationships with customers and stakeholders and ensuring quality customer focused services are delivered within performance and quality targets.

**Key Role Accountabilities:**

Effective delivery of assigned work packages to ensure achievement of service objectives, to support the effective decision-making processes of the Council and to enable it to meet its legal obligations.

The role holder will provide accurate research and analysis support, using outputs to inform work packages and advise client services.

Work collaboratively across the wider Council, providing specialist advice, information, support and challenge to support client services to meet the objectives outlined in business plans and the effective delivery of organisational objectives.

Proactively assist the monitoring and review of processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Provide advice and guidance to colleagues across the organisation in area of specialism.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration**

**Role Portfolio:**

The Capital Programme Division reports to the City Treasurer and is responsible for developing and delivering approximately £200m pa of Major and Minor Capital Programmes across the City. It will design and deliver major and minor construction projects in the specified areas.

**Programme Management Office Team:**

The Programme Management Office (PMO) defines, maintains, and ensures that project management standards are adhered to in relation to the delivery of projects. It ensures that projects are delivered on time, within budget, and that resources are utilised effectively. Working with multiple stakeholders, the PMO assists the organisation to achieve its business objectives and maintains an overview of all projects.

**The Role of the Quality & Standards Officer**

The role holder will work within the Programme Management Office and report to the Commercial & Compliance Manager.

The key duties will involve:

* Supporting the Compliance & Commercial Manager in strengthening and developing standards and procedures that provide assurance and improve project delivery within Capital Programmes & Procurement (CP&P).
* Support commercial governance structures, activities, and reporting arrangements.
* To support in implementing and maintaining a consistent mechanism for the version control of records to agreed standards, and for the management and quality of all project documentation in a consistent manner.
* Assist in developing a quality assurance plan for the business.
* Work with the PMO team to continuously improve the way projects are managed through developing and managing project assurance processes across the department.
* Communicating with key project stakeholders and supporting in auditing and analysing the quality of projects delivered within CP&P to improve customer satisfaction.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester.
* We take time to listen and understand.
* We ‘own it’ and we’re not afraid to try new things.
* We work together and trust each other.
* We value our differences and treat people fairly.

**Generic Skills**

* **Project Management**: Takes responsibility for allocated project tasks and delivers these efficiently. Contributes to the project planning process within a defined project management framework providing required information in a timely manner and identify emerging risks to the project and reports these appropriately,
* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to influence or persuade immediate departmental or functional colleagues. Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Financial Management:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment. Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings.
* **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
* **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Problem solving and decision making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution. Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken.
* **Strategic Thinking:** Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders.

**Technical Requirements (Role Specific)**

Demonstrable experience of working in quality assurance or auditing.

Related quality assurance and/or data management qualification i.e. Level 4 Award in Internal Quality Assurance, or similar.