

QUALITY LEAD (CONNECT TO WORK)



Role Profile

Title	Quality Lead (Connect to Work)	
Grade	GRADE F	
Reference:	NI782	
Reports to:	Delivery Manager	
Work Type:	Office based	
Job Type:	Flexible Worker	
Job Family:	Semi Professional	
Primary purpose of role	To ensure the effective implementation and delivery of high-quality services aligned with the Individual Placement and Support (IPS) and Supported Employment Quality Framework (SEQF). The Quality Lead will be responsible for monitoring, evaluating, and supporting the continuous improvement of IPS and SEQF standards across the organisation to achieve positive outcomes for the wider team and individuals accessing employment support services.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Services comply with IPS fidelity standards and SEQF requirements. Ongoing development of service quality and staff capability through joined up supervision. Effective relationships with internal teams and external partners to promote quality improvements and learning. Staff have the support, knowledge and skills to deliver high-quality services. Accurate and insightful data informs ongoing learning, decision-making and strategic planning. Working closely with Project Manager and Management Information Manager for continuous improvement. 	Role measures <ul style="list-style-type: none"> Regular collaborative audits demonstrate compliance, and services achieve IPS accreditation and high SEQF ratings. Increased fidelity scores, improved client outcomes, and consistently positive feedback from staff, clients and stakeholders. Formative learning and Feedback from stakeholders indicates strong collaboration and alignment with IPS and SEQF objectives. Training attendance records, knowledge assessments, and service performance improvements Timely delivery of comprehensive reports, appreciative enquiry, and data insights leading to measurable improvements.

Key activities	<ul style="list-style-type: none"> ▪ Contribute to ongoing learning and Conduct regular fidelity reviews for IPS services and collaborative audits for SEQF standards compliance. ▪ Develop and implement action plans to address ongoing quality improvement opportunities and Plan-Do-Study-Act (PDSA) cycles. ▪ Provide guidance, coaching, and training to staff to enhance understanding and application of IPS and SEQF principles and contribute to joined up supervision and learning. ▪ Collect and analyse data and feedback to identify trends, challenges, and areas for improvement. ▪ Collaborate with service managers and delivery teams to ensure alignment with quality frameworks and safety of the team. ▪ Prepare and present quality assurance and evaluation reports to senior leadership and commissioners. ▪ Engage with own supervision and professional development and Stay updated on changes in IPS and SEQF policies, ensuring the organisation remains compliant with current standards. ▪ Carry out duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Degree in relevant discipline or equivalent experience/qualifications Assessors/or Internal Quality Assurers award or proven ability to lead on and manage Quality Assurance. ▪ Knowledge and substantial experience in application of post 16 funding methodologies. ▪ Knowledge and understanding of funding initiatives and national and local policy in relation to education and adult learning. ▪ Comprehensive understanding of the IPS model and fidelity review process. ▪ Familiarity with the Supported Employment Quality Framework (SEQF). ▪ Knowledge of employment support services, multiple disadvantage, mental health challenges, and their impact on work. ▪ Awareness of equality, diversity, and inclusion principles within supported employment. ▪ Knowledge of MIS systems. ▪ Demonstrable IT competence. ▪ Evidence of continuing professional development.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Management qualification or equivalent leadership experience and knowledge ▪ Knowledge of broader employment support and vocational rehabilitation frameworks. ▪ Understanding of relevant UK government policies, funding streams, and commissioning structures. ▪ Working with vulnerable populations and workforce living with multiple disadvantage.

	<ul style="list-style-type: none"> Co-production, Quality improvement, formative and summative evaluation approaches, collaborative auditing, and research methodology knowledge.
Essential experience	<ul style="list-style-type: none"> Experience and proven track record of leadership and management Experience of collating and interpreting qualitative and quantitative data and providing reports. Experience of liaison with various external stakeholders including community groups. Significant experience in managing a team of direct and indirect reports and be experienced in recruitment and other HR functions linked to lecturer competency. Experience of working across a diverse range of providers to deliver contracts or projects. Experience of target setting, action planning and contractual compliance in the adult learning/community sector. Experience of leading change and developing enterprising and innovative solutions to meet changing demands and situations.
Desirable experience	<ul style="list-style-type: none"> Experience supporting individuals with societal challenges, mental health challenges or disabilities into employment, and co-production with service users and clients. Managing projects related to IPS or SEQF implementation, quality improvement, evaluation, and research experience. Leading successful accreditation processes for quality standards in employment services.
Essential skills	<ul style="list-style-type: none"> Strong leadership, team building, and coaching skills. Excellent time management, organisational, and delegation abilities. Advanced interpersonal, negotiation, and communication skills. Proficient in IT, learning technologies, data visualisation, and reporting tools. Skilled in report writing, project management, and delivering initiatives on time. Strong analytical abilities to interpret data and provide actionable insights. Effective change management skills to support service improvement. Attention to detail, high standards, and the ability to prioritize competing demands. Experienced in mentoring, presentation, and engaging diverse audiences.
Corporate standards	
<ul style="list-style-type: none"> In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. 	

- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.