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**JOB DESCRIPTION**

**TITLE: Quality and Evaluation Officer**

**PROJECT: Building Better Opportunities**

**RESPONSIBLE TO: Partnership Manager**

**ACCOUNTABLE TO: Selnet Chief Executive Officer (CEO) and Selnet Board of Directors**

**BASED AT: Unit F28, Preston Technology Centre, Marsh Lane, Preston, PR1 8PL**

**SALARY: £26,981 p/a**

**JOB SUMMARY**

The Building Better Opportunities (BBO) projects for Lancashire aim to support those most at risk of exclusion from the labour market and identify, reduce and/or remove barriers, helping them to start learning, training or working.

This role will monitor, review and evaluate the quality of delivery within all three BBO projects. The post holder will liaise with project delivery partners and work closely with Selnet’s BBO team in order to ensure integrity and standard of project activity.

**MAIN DUTIES, TASKS AND RESPONSIBILITIES**

To assess quality assurance measures and processes in place at delivery partners level and support the implementation of new measures where required.

To encourage a high quality participant experience which contributes to the action plan developed for each participant.

To build, manage and maintain good working relationships with BBO delivery partners.

To introduce continuous evaluation to the project which will underpin the mid-term and end of project evaluations which will be conducted externally.

To procure and manage external evaluators who will evaluate project performance for all BBO projects.

To ensure that the delivery taking place meets the remit identified for each partner at the funding application stage.

Ensure active participation in quality assurance activities by all those involved with BBO such as lead and delivery partners, participants and external stakeholders.

To investigate instances where quality has been questioned and suggest methods of improvement where necessary.

To provide support to all delivery partners in terms of improving quality of delivery.

Support the BBO team to ensure systems and procedures are well maintained, compatible and user friendly to ensure all operations run smoothly.

To support the Selnet team and delivery partners in preparation for internal and external audit.

Design and deliver quality information sessions for partners where necessary.

To work to Big Lottery Fund and European Social Fund guidance at all times.

Support the BBO Monitoring Team during busy periods to collate claims data, examine information for accuracy and liaise with key staff within partner organisations to resolve any discrepancies.

Use a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence, documents and maintain presentations, records, spreadsheets and databases. Excel and Word will be the software most used within this job role.

When required represent Selnet at external meetings and events.

To provide timely response and exceptional levels of service to all enquiries.

Undertaking personal development appropriate to the role and the needs of the organisation.

Assist with all general office duties as and when required.

Any other duties as required by the line manager that is commensurate with the grade.

**GENERAL CONDUCT**

The post holder will be expected to maintain professional conduct and appearance. The post holder will be required to sign an agreement of confidentiality in relation to some aspects of the enterprise. All staff are expected to conform to the policies and procedures in respect of employment, health and safety and risk management and acknowledge they have read and understood them. Staff are also expected to be familiar with the business and operational plan and to support the aims of the company. In line with good practice appraisals are carried out reviewing performance and considering continuing professional development.

**All tasks and duties in this job description must be carried out in accordance with Selnet procedures, the post holder should be fully aware of Selnet policy documents and operate within the parameters defined within these.**

*This job description outlines the main responsibilities of the person appointed as* Quality and Evaluation Officer***.*** *It is subject to periodic review and amendment in the light of development and experience.*

