

Job Description

Job title:	Policy, Performance and Compliance Co-ordinator
Location:	YMCA Norfolk offices
Responsible to:	Corporate Services Director
Job purpose:	<ul style="list-style-type: none">• To ensure compliance and consistency with regard to the implementation of our policies and procedures.• To monitor quality of services and compliance with external quality standards.• Ensure compliance with contractual obligations

MAIN RESPONSIBILITIES:

Policy

- Ensure our policies are developed in line with best practice, fit for purpose, compliant with legislative and regulatory practice and in full consultation with service users
- Lead the review and development of policies and procedures with policy owners across the organisation
- Co-ordinate the policy tracker, liaising with policy owners and ensuring effective passage through the governance approvals process.

Quality assurance and standards

- Lead co-ordination of work to comply with governance standards set by the Regulator of Social Housing and other regulators
- Lead co-ordination of work to comply with external quality standards and regulation
- Carry out desktop quality audits for all services. Report findings to the Executive team and make recommendations for business improvements
- Promote continuous improvement, including contributions to business improvement plans

Contract management and assurance

- Maintain a register of contracts and contractual requirements and report on areas of non-compliance
- Ensure effective reporting to support compliance with contractual and regulatory requirements across all service areas
- Ensure processes are in place to identify and avoid contractual failure events and highlight risks to senior staff as required

Communications

- Ensure effective liaison with all departments
- Assist the Directors in representing the YMCA at external meetings and work proactively with stakeholders as appropriate to develop a better service to within the YMCA and across agencies.
- Input into and leadership of cross-locality and cross-organisational working groups to support wider organisational objectives
- Attend Compliance and Performance Committee Meetings to provide information for trustees and other committee members.

YMCA NORFOLK

Performance

- Managing our Data, Evidence and Insight analyst to ensure collation of organisational data and undertake analysis to provide useful information in the form of KPIs, plans and reports
- Work in collaboration with internal stakeholders and partnership organisations to assist in embedding a performance management culture
- Provide staff with timely and accurate performance monitoring information at specified intervals

Business support

- Assist with business support activity as required
- Support the Data Protection Officer with compliance activity

Christian ethos

- Respect the Christian ethos of the YMCA and uphold its values.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities and the changing working environment.

SCALE: F

Staff: Data Evidence and Insight Analyst

Sites: Norwich will be the primary location but regular visits to all YMCA Norfolk sites will be required.

DISCRETION TO ACT

The post holder can recommend expenditure for approval by Corporate Services Director

ENVIRONMENT

1. YMCA Norfolk operates on a 24 hour, 365 days per year basis.

In line with other staff, the post holder may need to be contacted in the event of an emergency related to their service area.

2. Unsocial hours

Occasional projects, meetings and social events will require working evenings and weekends.

3. Risk

The post holder works in a normal office environment so the potential risk is assessed as being low.

TERMS AND CONDITIONS

Pay: £12.26 per hour

Hours: 22.5 to 30 hours per week. Flexibility available.

Annual Leave: 33 days including bank & public holidays (pro rata)

Pension Entitlement: Access to contributory stakeholder pension scheme after 3 months

Period of Notice Offered and Required: Outside the probationary period, one month's notice on either side



YMCA NORFOLK

Conditions of Appointment: Satisfactory medical examination, satisfactory references and satisfactory DBS check.

In Service Training: Time allowed for in-service training, subject to budgetary provision.

YMCA NORFOLK

PERSON SPECIFICATION

Job Title: Policy, Performance and Compliance Co-ordinator.

Responsible to: Corporate Services Director

Requirement	Essential	Desirable
Knowledge		
K1 Proven knowledge of quality assurance systems, procedures and external accreditation schemes	✓	
K2 Knowledge of quality requirements in young people and social housing services		✓
K3 Knowledge of effective reporting systems	✓	
K4 Have an understanding of the YMCA and its services	✓	
Skills		
S1 Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts	✓	
S2 Excellent written and verbal communication skills	✓	
S3 Excellent organisational, time and project management skills	✓	
Aptitude		
A1 Skilled user of MS Outlook, Word, Powerpoint and Excel	✓	
A2 Attention to detail and rigorous approach to quality	✓	
A3 Able to analyse complex information and put it in simple terms for communication with colleagues	✓	
Experience		
E1 Experience of successfully implementing quality assurance/business improvement systems	✓	
E2 Experience of the voluntary or housing association sector		✓
E3 Experience of using audits, consultation and research to drive innovation	✓	
E4 Experience of line managing people		✓

Requirement	Essential	Desirable
Education		
Q1 "A" level or equivalent	✓	
Q2 Professional or skill based qualification in quality assurance (Chartered Quality Institute or equivalent)		✓
Q3 Evidence of recent relevant training		✓



YMCA NORFOLK

Christian Ethos		
V1 In sympathy with the Christian Ethos of the YMCA	✓	
Personal Qualities		
P1 Able to present self and work effectively	✓	
P2 High levels of honesty, integrity and discretion	✓	
Circumstances		
C1 Able and willing to work unsocial hours	✓	
C2 Hold a full driving licence and have own transport		✓
Health		
H1 Able to meet the requirements of the post with or without reasonable adjustment	✓	
Equality and Diversity		
O1 An understanding of and commitment to equality and diversity	✓	

