

ROLE DESCRIPTION

Job Title	Fidelity Assurance Officer
Salary Band	33-36
Reporting to	Connect to Work Programme Manager
Directorate	Investment & Delivery
Service Area and sub area	Delivery Programmes
Team	Connect to Work
Political Restriction	None

1. Primary Purpose of the Post
To support the Liverpool City Region Combined Authority, as Accountable Body, to deliver a high-quality Connect to Work programme, by: • Working with CA colleagues, DWP Regional Engagement Leads and Individual Placement and Support (IPS) and Supported Employment Quality Framework (SEQF) Team Leaders and Employment Specialists as appropriate, to ensure delivery aligns with the IPS and SEQF fidelity scales • Leading on the preparation for internal self-assessments and external reviews in line with DWP requirements and timelines • Ensuring all required evidence is in place and examples are provided for each of the points within the fidelity scales • Supporting delivery partners to action any improvement plans as a result of external reviews and advice on how assessment outcomes can be improved • Playing a leading role in creating a culture of continuous improvement through promoting best practice, providing constructive feedback and support.
2. Your responsibilities
• To effectively and expertly lead on the fidelity assurance process for the Liverpool City Region's Connect to Work programme. • To effectively inform, engage and promote fidelity assessment strategies and requirements to relevant stakeholders and delivery partners. • To contribute to strategic decision-making by providing insights from fidelity assessments that inform programme design, policy development, and future commissioning. • To provide support and guidance to delivery organisations on the IPS and SEQF fidelity scales, to embed and fully implement all points of the fidelity scales and ensure delivery adheres to Supported Employment principles. • To ensure that both internal self-assessments and external fidelity reviews are prepared for and completed within the required timescales, in line with funder requirements.

- To lead fidelity assessment planning and review meetings as required, in line with wider Connect to Work monitoring and claims processes. This will include co-ordinating fidelity assessment plans, reviewing the evidence collected for self-assessments and external reviews, and ensuring the Liverpool City Region Combined Authority is represented at each stage appropriately.
- To design and deliver training or workshops for delivery partners on fidelity principles, assessment preparation, and continuous improvement strategies
- To identify and disseminate innovative practices and success stories across delivery partners to foster a culture of excellence and shared learning.
- To engage in external fidelity assessment reviews.
- To utilise the Connect to Work CRM and supporting systems to ensure effective monitoring of fidelity across the programme, collating self-assessment and external review outcomes, producing reports, analysing common assessment scores, identifying areas for improvement and providing recommendations to the Programme Manager.
- To proactively identify risks to fidelity compliance and recommend mitigation strategies to ensure programme integrity and funder confidence.
- To support delivery organisations with the development and implementation of improvement plans following a fidelity review.
- To highlight programme-level areas for improvement around the quality of services delivered and report through the Combined Authority's management structures.
- To engage in Connect to Work Programme evaluation(s) as appropriate and support learning for future investment opportunities and developments.
- To contribute to the development of the Liverpool City Region Combined Authority's service planning activities, policy and priorities, ensuring alignment to the Authority's strategic aims and objectives.
- To promote and implement the Combined Authority's Equality and Diversity Policy in all aspects of employment and service delivery.

3. General Corporate Responsibilities

- Support the scrutiny process established by the LCRCA.
- Encourage a culture of continuous improvement to develop an outstanding service, where value for money and best value is delivered and innovation and enterprise flourish.
- Promote strong, direct and effective communication and involvement with all stakeholders.
- To share and communicate a clear understanding of the LCRCA equality, diversity and inclusion priorities internally and externally.
- To adhere to LCRCA policy and procedure guidelines in all areas including Health and Safety
- To carry out such other duties as may be directed, commensurate with the grading of the post.
- Promote understanding of and adherence to the Combined Authority's core values by modelling appropriate behaviours and encouraging others to do likewise.
- Represent and promote the work of the LCRCA and the wider LCR, locally, regionally and nationally.

4. Recruitment Plan



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

Application
Competency Based Interview (including a presentation)

PERSON SPECIFICATION

Job Title: Fidelity Assurance Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Relevant degree or equivalent experience in a similar role.	E	Application
Supported Employment Qualification	D	Application

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of leading services through internal self-assessments and external fidelity reviews, including planning, preparation, evidence gathering, and implementing improvement plans in line with agreed timescales.	E	Application, Presentation & Interview
Experience/understanding of working with people with multiple complex barriers to employment.	E	Application & Interview
Experience of developing and managing information systems and processes to capture, analyse and report performance data, highlighting trends and or areas for improvement.	E	Application & Interview
Understanding of the Supported Employment model, and Individual Placement and Support (IPS) and Supported Employment Quality Framework (SEQF) fidelity scales.	E	Application & Interview
An understanding of the employment needs and challenges faced by people with health conditions and complex barriers to employment.	E	Application & Interview
Excellent skills IT including CRM systems and Microsoft Office products such as Word, PowerPoint and Excel.	E	Application & Interview
Excellent organisational skills with excellent written, oral and presentation skills.	E	Application & Interview
Experience in supporting organisational change, particularly in embedding new quality frameworks or delivery models.	D	Application & Interview
Understanding of the Connect to Work programme.	D	Application & Interview

Good understanding of the Liverpool City Region labour market challenges and effective approaches to address them.	D	Application & Interview
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Skills and abilities	E = Essential D = Desirable	Identified By
Relationship management: Strong interpersonal and communication skills, with the ability to build and maintain relationships with a wide range of stakeholders.	E	Application & Interview
Adaptability and flexibility: Ability to adapt to changing project needs and work effectively in a dynamic environment and changing system with multiple stakeholders.	E	Application & Interview
Organisational skills: Excellent organisational skills, with the ability to manage multiple priorities and requests, create project plans, and meet deadlines.	E	Application & Interview
Data driven: Proficient in data analytics to identify trends, uncover bottlenecks, measure performance, and inform strategic decisions.	E	Application & Interview

Personal Attributes	E = Essential D = Desirable	Identified By
Evidence of continual learning and professional development.	E	Application & Interview
A commitment to collaborating and building effective working relationships between public (specifically DWP, Local Authority and the health sector), private, and voluntary organisations.	E	Application & Interview
Ability to influence senior stakeholders and advocate for fidelity-driven improvements in service delivery.	E	Application & Interview
Demonstrates resilience and emotional intelligence when working with diverse stakeholders and navigating complex challenges.	E	Application & Interview
Proactive and results orientated approach.	E	Application & Interview
High level of integrity and professionalism.	E	Application & Interview

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
A commitment to the LCR and an understanding of its stakeholders	E	Application & Interview
An ability to demonstrate our core values, including a commitment to Equality, Diversity and Inclusion	E	Application & Interview
Willingness to contribute to a high-performance culture	E	Application & Interview



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Embed LCRCAs values of LCRCA first, Action Focused & Respect	E	Application & Interview
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