

Quality Assurance Audit Review Officer Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

Are you passionate about driving high-quality services that make a real difference to people's lives? Do you bring expertise in quality assurance, audit and performance improvement?

We are seeking a highly skilled Quality Assurance Audit and Review Officer to play a pivotal role in shaping the effectiveness, integrity and continuous improvement of our Housing Advice and Homeless Support Service. This is a unique opportunity to influence frontline practice and improve outcomes for individuals and families across Sefton.

As our Quality Assurance Audit and Review Officer, you will lead thematic audits, service reviews and casework analysis across homelessness, resettlement and welfare functions. Your insight will directly inform service improvement, workforce development and operational planning.

As a person, if you're someone who enjoys helping others, takes pride in delivering high-quality support, and brings energy, adaptability, and a genuine passion for making a difference, we'd be delighted to hear from you.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Catherine Newitt
Homelessness Team Manager



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

You will:

- Lead and deliver thematic audits, case file reviews and learning frameworks
- Provide high-quality written and verbal reports with evidence-based recommendations
- Drive improvements based on data, customer feedback, complaints and legislative change
- Facilitate and conduct s.202 reviews under the Housing Act 1996
- Oversee complaints, elected member enquiries and customer feedback processes
- Work closely with managers, legal teams and partners across the sector
- Champion innovative practice, continuous learning and professional standards
- Support strategic planning, quality assurance systems and risk management



This role requires a confident communicator, an analytical thinker and someone who enjoys both autonomy and collaboration. It is ideal for someone who thrives on complexity, problem-solving and driving real service improvement.

About You

We're looking for someone who brings:

Essential experience & knowledge

- Strong background in quality assurance, audit or performance management (public sector preferred)
- Experience in statutory homelessness services, housing advice or related legal frameworks
- Ability to interpret and apply the Housing Act 1996 (Part 7) and the Homelessness Code of Guidance
- Experience of working in multi-agency environments
- Strong analytical, report-writing and presentation skills
- Ability to manage complex caseloads and meet statutory deadlines

Skills & Behaviours

- Innovative, solution-focused and able to influence change
- Skilled at building trust, collaboration and effective partnerships
- High personal integrity and commitment to equality and diversity

Qualifications

- A relevant degree or qualification or significant experience in homelessness, housing law, QA or audit roles.

Why Join Us?

Working at Sefton Council means contributing to services that directly improve people's lives. You'll be part of a passionate, supportive team committed to delivering high standards and innovative, person-centred solutions.

**We offer:**

- Flexible working arrangements including home working
- Training, CPD and career development opportunities
- A supportive leadership team invested in quality and improvement
- The chance to influence meaningful change for our communities

How to Apply

If you're driven by high-quality service, continuous improvement and ensuring positive outcomes for vulnerable residents, we encourage you to apply.

Apply now and help us shape a service we can all be proud of.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.



4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Thursday the 11th June 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are the week commencing the 20th June, to be confirmed.



We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Appendix A – Job Description and Person Specification

JOB DESCRIPTION:

Job Title	Quality Assurance Audit and Review Officer – Housing Advice and Homeless Support Team
Salary Band	K £51,356-£52,413
Reporting To	Homeless Support Team Manager

1. Primary Purpose of the Post

Undertake all elements of quality assurance functions across the Council's Resettlement, Welfare Benefit and Homelessness functions and implement learning improvement frameworks based on thematic and case audits that inform service delivery improvements.

2. Key Role Specific Responsibilities

JOB PURPOSE

1. Lead thematic audits and make recommendations that will drive service improvement
2. Provide written and verbal reports to senior management meetings and whole workforce events, making evidence-based recommendations, support the implementation of actions and monitor the outcomes of any action taken.
3. Ensure lessons learned from quantitative and qualitative analysis inform all workforce communications, training and commissioning.
4. Facilitate and coordinate the delivery of reviews under s.202 Housing Act 1996 pt7.



5. Provide an effective and responsive casework review service, ensuring decisions are conducted in accordance with Housing Act 1996 pt 7 and by the relevant regulations. To consider, in every case for any representations made, the Homelessness Code of Guidance and the Councils homelessness strategy.
6. Make recommendations for service improvement, including lessons learned to inform improved service delivery and consulting managers for advice on policy and resource if needed.
7. Oversee complaints and elected member enquiries within the service, ensuring complaints are responded to appropriately and within set timeframes.
8. Oversee Customer feedback, managing the process of gathering, analysing and acting on customer views to improve services and the overall customer experience.
9. Support the Councils reporting of homelessness activities under Part 7 of the Housing Act 1996 to MHCLG by completing the quarterly Homelessness Case Level Information Collection (H-CLIC) statistical return and being responsible that it is accurate and free from errors.

MAIN DUTIES

1. Support the development of a Quality Assurance and Audit programme to ensure that Managers and Team Leaders gain insight relating to emerging themes, performance and improvement against action plans.
2. Be able to advise and positively influence others to implement learning from quality assurance and audit activities.
3. Using intelligence gained, assist in the development of the learning and development plan for the service. Work in collaboration with the Workforce Development Lead and the Housing Advice and Homeless Support leadership team, to ensure lessons learned are integrated into workforce training and evaluate the impact and effectiveness of training on front line practice delivery.
4. Ensure the voice of children, families and individuals, including lessons learned from complaints, inform service improvement planning.
5. Ensure the Council meets its legal obligation to conduct reviews under Housing Act 1996 pt 7.
6. Contribute to the development of staff and service level performance targets in accordance with s.202 & s.204 Housing Act 1996 requests.
7. Conduct s.202 Housing 1996 reviews, gathering all relevant information including the original decision, the review request if in writing, the homelessness file, any written representations, including evidence, submitted, the homelessness code of guidance and the Councils Homelessness strategy.
8. Manage a complex caseload, maintaining factual casework records, prioritise tasks, and ensure reviews are completed by the established deadline.

9. Conduct oral review hearings where necessary.
10. Liaise with the Councils Legal Team where necessary. Provide instructions, discuss points of law, request Counsel advice, provide witness statements and attend Court.
11. Respond to customer complaints, and elected member enquiries resolving disputes, identifying root causes, providing solutions, and ensuring a positive customer experience.
12. Conduct homelessness case file reviews to assess compliance with legislation, quality of outcomes, and identify areas for practice improvement.
13. Identify improvements for staff professional development, best practices, and contribute to continuous improvement effort of the service.
14. Update homelessness decision template letters to ensure compliance with legislation and case law when required.
15. Keep up to date with developments in practice and policy on local, regional and national issues, to inform development of local policy and procedure documentation, including Practice Standards, and co-ordinate and support Managers and Team Leaders to implement agreed procedures.
16. Be responsible for the planning, communication and co-ordination of the internal audit schedule across the service and to identify areas of risk from quantitative performance data that require action to be taken.
17. Regularly review and report on compliance of policies and procedures to senior managers and recommend action where appropriate.
18. Support self-assessment frameworks and report to external bodies when required.
19. Contribute to statistical returns, performance reports and to undertake audit activity to provide management information for the service.
20. Participate in relevant regional network meetings as required.
21. Promote innovative practice/best practice across all tiers of the workforce.

Operational/Strategic Planning

22. Contribute to the effective strategic planning, delivery and evaluation, particularly in relation to quality assurance, risk management and business continuity systems.
23. Model inclusive practice in relation to identity and diversity, challenging any issues of concern within the organisation.
24. Respond to the outcomes of any inspection appropriately.
25. Maintain up to date knowledge of and provide support to managers in the implementation of legislation and government guidance, relating to Resettlement, Welfare Benefits and Homelessness.
26. Be responsible for supporting staff in relation to Quality Assurance Management systems.



27. Maintain own CPD and develop a high level of professional knowledge through research, and reading, providing a source of expertise and developing specialist knowledge as required. To maintain and develop the required management knowledge and expertise.
28. Ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with the Data Protection Act 1998 and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Service facing court proceedings.

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are available to all employees. The post holder will be expected to comply with, observe and promote the equality policies of the Council.

Note: Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

Since confidential information is involved with the duties of this post, the post-holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.



PERSON SPECIFICATION

SERVICE AREA: Housing Advice and Homeless Support Service

JOB TITLE: Quality Assurance and Audit Officer

GRADE: Indicative J

Note to Applicants. Essential criteria are marked with *. All other criteria are desirable.

Criteria	Essential	Assessment Method
Qualifications	Degree / or formal qualification in a relevant discipline or significant relevant experience within statutory homelessness service or housing/homelessness legal services Or Extensive experience within a quality assurance, performance and audit role within the public sector*	A/I
Experience	Experience in developing and implementing quality and performance management systems* Experience of working in a multi-agency environment* Experience of working within statutory public sector services Experience in housing advice, homelessness prevention or homeless assessment* Experience of complaints handling	A/I A/I A/I A/I
Demonstrable skills, knowledge and aptitudes	Ability to think innovatively around performance improvement* Procedural knowledge across the relevant legislative frameworks relating to homelessness* Practical knowledge of performance measurement and management	A/I A/I/P A/I/P



	<p>Knowledge of the asylum seeker, refugee and wider resettlement responsibilities of government</p> <p>Commitment to continuous professional development and staying updated on legislative changes</p>	<p>A/I</p> <p>A/I</p>
<p>Demonstrable skills, knowledge and aptitudes continued</p>	<p>Knowledge of effective Quality Assurance management systems and the ability to design plan and deliver systems*</p> <p>Knowledge of effective management practices, particularly as they relate to planning to achieve agreed outcomes and leading and developing others.</p> <p>Ability to plan and organise own time, create work schedules and prioritise and set schedules for self and others*</p> <p>Ability to apply solution focused approaches to problem solving and make decisions of a highly complex nature with consideration of associated risk factors*</p> <p>Ability to research, cascade and incorporate new guidance and procedure into work quickly and effectively and use to inform professional decision making*</p> <p>Able to communicate effectively and present information to a wide range of audiences*</p> <p>Ability to work in partnership and develop trust, respect and co-operation of a broad spectrum of partners*</p> <p>Ability to meet the demands of the service and produce work to a high standard within set timescales*</p> <p>Ability to take advantage of, and effectively use, information technology including to ensure and manage the consistent use across the team*</p> <p>Ability to work within professional and ethical standards*</p> <p>Ability to demonstrate commitment to own professional development*</p>	<p>A/I/P</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>Demonstrable skills, knowledge and aptitudes continued</p>		

