



Job description			
Job title	Quality Improvement Support Officer		
Grade	Pay Band G		
Directorate	Health and Adult Social Care		
Service/team	Safeguarding and Quality Assurance		
Accountable to	Senior Quality Improvement Lead		
Responsible for	Not applicable		
JE Reference		Date Reviewed	13/07/2026

Purpose of the Job

The purpose of the job is help improve outcomes for adults with care and support needs, their families and carers in Knowsley.

The role is responsible for supporting the work of the team in delivering performance improvement of the Council's in-house and independent sector providers of community care services and improving the effectiveness and quality of social care services.

The role is responsible for collating and coordinating a range of information that supports intelligence led activity to enable the Quality Improvement Leads to prioritise their audit, development and improvement work. The role will help to focus appropriate levels of work to take place and to enable the Quality Framework to be informed and applied across a broadening field of scope.

The role will also support the work of the team by undertaking unqualified tasks, including coordinating and monitoring actions in relation to development and improvement plans.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Ensure good outcomes for adults, children and carers by negotiating and encouraging partnerships and integrated ways of working with other Council services and agencies such as Health, the Care Quality Commission and Healthwatch.



2. Monitor and support the performance of the Council's in house services and independent sector providers of commissioned community care services against agreed contract standards.
3. Contribute to the ongoing development and review of a monitoring framework, creating contract monitoring and compliance systems and tools. To constantly review and improve those systems and tools.
4. Establish and develop systems to gather and collate performance-monitoring data from in-house and independent sector providers.
5. To analyse and interpret performance-monitoring data from a wide range of sources and in a variety of formats which supports the Councils monitoring framework and assists the team to prioritise and focus improvement work.
6. Notify in-house and independent sector providers of forthcoming monitoring visits and any outcomes or updates of those visits in accordance with the monitoring framework and defined timescales.
7. Coordinate the request and receipt of documentation and data information that will be used to complete any information in advance of any monitoring activity.
8. Interpret, analyse and present information in an appropriate, well written format ahead of any monitoring activity.
9. Undertake site visits in relation to the monitoring and improvement function of the team for the purpose of collating data and responding to intelligence.
10. Coordinate and collect intelligence in relation to improvement plans for the purpose of monitoring progress against agreed areas and timescales.
11. Respond to any enquiries, using discretion in forming responses so that advice on the area of work dealt with by the team is consistently given in accordance with agreed policies and procedures
12. Develop, design, monitor and maintain schedules, records and systems for work in the service area to ensure an effective and efficient service.
13. Arrange, administer and take minutes of meetings relating to the work of the team, ensuring that accurate minutes are distributed in a timely manner.
14. Ensure any data systems connected with the work of the team are properly operated, issues identified and suggestions for improvements made so as to facilitate accurate reports and monitoring of data.



15. To ensure that the adults and carers views and voices are incorporated into monitoring and compliance of contracting activity for commissioned community care services and into service specification and performance outcomes for new contracts.
16. Represent the Council at a range of strategic and operational multi agency forums, including meetings with adults, their families, carers, providers of services or other agencies as may be required from time to time.
17. Provide advice to Council colleagues, agencies and other statutory bodies on concerns or issues in respect of the team's areas of function.
18. Deputise, as appropriate for the Quality Improvement Leads, to a level commensurate with the level of this role.
19. Undertake such other work as may be determined by the Senior Quality Improvement Lead or Service Manager up to a level consistent with the principal duties of the job.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions "is good" because they want all Council employees to understand how important it is to "treat children in care and care experienced young people as they would their own". We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be "genuine", helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities





Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.