

Quality and Compliance Officer Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

We would like to thank you for your interest in the Quality and Compliance office role

This is an exciting and rewarding opportunity for someone who thrives on being organised, is approachable and wants to be at the heart of a busy and varied working environment.

You'll play a key role in keeping things running smoothly, bringing structure where it's needed, offering a warm and supportive presence, and approaching every task with professionalism and a positive, can-do attitude. Confidentiality is essential in this role, and we're looking for someone who can be trusted to handle sensitive information with care, discretion, and integrity.

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!

Jeffery Bynon
Quality Assurance 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.

More recently, we are exceptionally proud to have been nominated and subsequently shortlisted by the Local Government Chronicle for the Most Improved Council 2026. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement and our desire to make a difference across the communities within the Borough of Sefton.

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.
- Sefton operate a 'Shut Down' period over the Christmas period which staff contribute four fifths of a week's pay over a 12-month period.

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

Welcome, and thank you for your interest in the Quality and Compliance Officer role within Adult Social Care. This is an exciting opportunity to join a committed and supportive Quality Assurance service that works closely with providers, partners and colleagues across Sefton to promote safe, effective and high-quality care for adults across the Borough.

In this role, you will support the monitoring, review and continuous improvement of commissioned care and support services, including Residential & Nursing Care, Home Care, Supported Living, Extra Care Housing and Day Opportunities.

You will help gather and analyse information, contribute to quality assurance activity, support provider engagement and ensure that concerns, risks and improvement actions are identified and followed up in a timely and proportionate way.

The key responsibilities include:

- Supporting quality assurance visits, reviews and monitoring activity across adult social care provision.
- Gathering, recording and analysing provider intelligence, including themes, risks, concerns and areas of good practice.
- Working collaboratively with providers, colleagues and partner agencies to support improvement and promote positive outcomes for people who draw on care and support.
- Contributing to clear reports, action plans and briefings that support effective decision-making and oversight.
- Maintaining accurate records and handling sensitive information with professionalism, confidentiality and discretion.

This role will suit someone who is organised, analytical and confident in working with a range of stakeholders. You will have a strong eye for detail, a commitment to continuous improvement and a genuine interest in supporting high standards of care, safety and compliance across Sefton's adult social care market.

We are looking for someone who shares Sefton's values and can bring professionalism, curiosity and a collaborative approach to the role.

If you are passionate about improving quality, supporting positive outcomes and making a meaningful contribution to Adult Social Care then we would welcome your application.

Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.

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 **Sunday 6th September, 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Tuesday 22nd September 2026**.



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

SECTION: Commissioning & Transformation Team

JOB TITLE: Quality & Compliance Officer

GRADE: H (£37,280 - £40,777)

LOCATION: Magdalen House

POST NO:

Responsible To: Quality Assurance Manager

Responsible For: N/A

Job Purpose

- Support the Council's commissioning, procurement and contracting processes in order to develop quality services to meet the needs of service users.
- Monitor and evaluate the quality and performance of services commissioned by the Council.
- Provide support for operational staff and service area leads to facilitate the effective commissioning and use of services.
- Act as liaison between Commissioners and providers to enable outcomes for service users to be defined and maintained.
- Assist and undertake appropriate procurement processes in accordance with Council procedures.

Main Duties

1. Contribute to the development of the Council's commissioning policies and strategies



2. Contribute to the promotion of effective arrangements for governance of commissioning, contracting and procurement activity and compliance with legal, ethical, social and regulatory responsibilities.
3. Contribute to the development, maintenance and implementation of systems and practices for the effective management of risk, quality and quality assurance in relation to commissioning and contracting processes.
4. Contribute to the evaluation of potential service providers to ensure that they are viable, reliable and able to deliver required services and share a commitment to the Council's aims and values.
5. To work with the Commissioning Support Manager and Commissioning Officers to proactively manage existing contracts, monitor performance, plan and undertake service reviews and monitoring visits.
6. To provide written reports on the findings of service reviews and monitoring visits, including making recommendations and agreeing action plans with providers to achieve the quality of service and outcomes specified and where necessary secure contract compliance through contractual procedures.
7. To develop strong, positive and professional working relationships with colleagues, providers, regulators, stakeholders and service users, providing advice and assistance on legislative and contractual requirements and service standards to ensure commissioned services are working satisfactorily.
8. To identify and promote best practice and assist providers to improve their performance and the quality of their services.
9. To engage appropriately with service users and carers for the effective planning, monitoring and evaluation of services.
10. Where appropriate use negotiating skills to promote and secure positive outcomes, including ensuring the best cost and quality from commissioned services.
11. Respond appropriately to concerns expressed, by internal and external sources, about performance of service providers, including notifying appropriate parties accordingly and assisting in the investigation of those concerns.
12. Inform and update members of the Commissioning Support team and other relevant parties of any potential issues which could affect the quality or delivery of services and offer guidance as to possible solutions and alternative courses of action.
13. Contribute to Safeguarding Procedures regarding contractual and quality matters undertaking any complex investigations where required.



14. Ensure that information is supplied and recorded within appropriate information, record keeping and data collection systems so as to provide evidence of the performance of service providers.
15. Have involvement in any agreed projects where directed Prepare and develop contractual terms and conditions, specifications for service requirements, performance targets, monitoring processes and other reports as directed.
16. Have involvement in any agreed projects where directed.
17. Maintain a working and up to date knowledge of any relevant service specific standards, regulations, legislation and good practice (e.g. Care Quality Commission, skills for care, national service frameworks, NICE guidance etc.) and of financial, assessment and other processes relating to particular contracts/services.
18. Undertake where required facilitation and participation of any provider forums, meetings or events to support positive relationships and partnership.
19. Make a positive contribution towards the principles of "Best Value", including undertaking value for money exercises and assisting in fee negotiations and the development of costing mechanisms.
20. Participate in staff development initiatives as a facilitator and participant

Organisation Chart

See attached Organisation Chart

Special Conditions

The post attracts Casual Car user Allowance.

Due to the nature of the work involved, this post is "exempt" from the provision of the Rehabilitation of Offenders Act 1974 by virtue of the ROA 1974 (Exceptions) (Amendment) Order 1986.

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 are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

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

Note: Where the postholder 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 postholder 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.

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.

Person Specification

Post: Quality and Compliance Officer

Department: ASC

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
1. Commissioning/Procurement or other relevant qualification	D	AF/C
<u>Experience</u>		
1. Experience of performance management, contract management, evaluating/monitoring/auditing services and/or systems for quality outcomes.	E	AF/I
2. Experience of undertaking investigations into performance or service delivery	E	AF/I

3. Experience of negotiating/effecting change around performance issues and of setting objectives to measure improvements.	E	AF/I
4. Experience of writing reports, producing action plans and presenting to a range of audiences.	E	AF/I
5. Experience of analysing and interpreting a range of information and data.	E	AF/I
6. Experience of commissioning and procurement processes.	D	AF/I
7. Experience of developing contracts and service specifications.	D	AF/I
8. Experience of working effectively with a range of communities, partner agencies, private sector providers, public agencies, voluntary bodies and statutory authorities.	D	AF/I
9. Experience of contributing to the development and implementation of commissioning strategies and policies	D	AF/I
10. Evidence of involvement in projects and managing projects.	D	AF/I
11. Experience of using range of ICT systems, including email, internet, and office software (e.g. word processing and spreadsheets).	E	AF/I
<u>Ability, Skills & Knowledge</u>		
1. Knowledge and understanding of commissioning, contracting and procurement principles, processes and practices.	D	AF/I
2. Knowledge of service standards relating to social care, health, public health or other local authority services.	D	AF/I
3. Ability to work alone or as part of a team; to work on own initiative, within an agreed framework, and to effectively prioritise, manage and organise own work.	E	AF/I

4. Time management skills and ability to work to deadlines.	E	AF/I
5. Ability to set objectives for providers, review their activities and implement change in their operation where necessary.	E	AF/I
6. Ability to negotiate and influence people towards positive outcomes; to manage complex relationships and work in a team setting	E	AF/I
7. Ability to communicate effectively both verbally and in writing with a variety of audiences.	E	AF/I
8. Ability to facilitate and contribute effectively to meetings and events.	E	AF/I
9. Ability to anticipate, respond and react to situations when working under pressure.	E	AF/I
10. Effective negotiation Skills.	E	AF/I
11. Ability to work in a flexible way and adapt to change.	E	AF/I
12. Knowledge of quality assurance, risk management, audit and governance processes.	D	AF/I
13. Knowledge and understanding of Safeguarding processes for Vulnerable people.	E	AF/I
14. An understanding and commitment to equal opportunities	E	AF/I
<u>Personal Style and Behaviour</u>		
1. Commitment to ensure services are equally accessible and appropriate to the diverse needs of service users.	E	AF

2. A team worker who works well with others in multi-disciplinary teams and across boundaries.	E	AF
3. High degree of probity and integrity.	E	AF
4. A commitment to continuous improvement.	E	AF
5. Commitment to continually develop and update knowledge.	E	AF
<u>Other</u>		
1. Driving Licence.	D	AF/C
<u>SPECIAL REQUIREMENTS</u>		
1. The post is registered as exempt from the Rehabilitation of Offenders Act 1974 therefore; the successful candidate must be able to obtain satisfactory enhanced Criminal Record disclosure in order to be appointed to the post. In this respect a criminal record check will be undertaken prior to confirmation of appointment.	E	C

Assessment Methods Key:

AF – Application Form

C – Certificates

I – Interview



