

IXION CG Limited – JOB DESCRIPTION

JOB TITLE: Quality Manager (DWP)

Reporting to: Group Finance Director

Location: Based from Kingston – and peripatetic across DWP delivery sites

Purpose of Job:

To ensure all contractual quality requirements of the DWP / Prime Contractor contract are met and delivered to a high standard in all contract delivery.

Supporting the Employability Division in its contract delivery as well as driving continuous improvement in all that we do.

To work with the Management Board to set the quality strategy and direction for the business and to embed this in all contract delivery across the organisation.

Working across the Group to drive quality in all that we deliver.

KEY RESPONSIBILITIES:

- To support the Employability Division to ensure SWP quality assurance framework systems and processes are implemented and to monitor and report quality related performance.
- Working with each Contract Manager, to understand in depth the requirements within each Prime's SWP Contract and to ensure there are robust systems and controls in place to ensure all contractual quality requirements are delivered, controlled, monitored and reported on a regular basis.
- To ensure the Employability Division establishes minimum quality standards and to monitor and report performance against the baseline standards set. Working with the Ixion Group MI Manager to ensure reports are developed for quality reporting.
- To ensure we meet DWP MERLIN criteria (or any other new standard / quality stipulations) within the contracts we deliver. Leading any inspections we receive.

DWP Quality Manager

- Quality assurance of other Ixion DWP funded contracts.
- Working alongside Internal Auditors dip testing of quality of delivery on a quarterly basis to monitor contract compliance / minimise risk of funding body clawback.
- Regular dip testing of quality of delivery paperwork to monitor contract compliance / minimise risk of funding body clawback.
- Leading on Health and Safety / Safeguarding ensuring all tasks relating to this are implemented and the risk is managed.
- To own equality and diversity within the SWP / employability side of the business.
- Any other quality related duties as required.

Group Wide Quality:

- Working with the Group Finance Director, preparation and co-ordination of the Group Quality & Risk Plan and Policy, reporting to the Management Board on key issues and achievements.
- To attend internal Quality Management Team Meetings covering Group Wide quality issues / feeding into Board Audit Committee.

KNOWLEDGE & EXPERIENCE REQUIRED:

- Knowledge of DWP / SWP government funding for Employability contracts essential.
- Quality Management experience in the context of government funded contracts in the area of Employability.
- Excellent understanding of key performance indicators ensuring a high quality of service provision.
- Experience of having operated / delivered government funded contracts essential.
- Experience of introducing / maintaining / achieving quality accreditations within the business.
- Internal audit background beneficial.

- Excellent interpersonal skills for working with all staff at all levels within the organisation including both verbal and written communication skills.
- Able to work to tight deadlines, prioritise and work under pressure.
- Ability to drive the business forward in terms of quality systems and continuous improvement.
- Risk Management knowledge.
- Ability to look holistically at the business, juggle priorities, ensuring all deadlines are met for tasks undertaken.
- Excellent organisational skills and problem solving ability.
- Task driven, completer / finisher.
- Able to work effectively as part of a team or under own initiative.

A CRB check will be required for this role.