



Job Title:	Who Dares Works Performance and Quality Manager
Location:	Health and Wellbeing Innovation Centre, Treliske, Truro
Salary banding:	£27,000 - £28,500
Contract type:	Fixed term to December 2019 with extension to September 2022 subject to final approval of funding
Responsible to:	Who Dares Works Project Manager

Main Purpose of Job: Working as part of the Active Plus “Who Dares Works” project management team, you will be responsible for the quality and performance of the partner organisations that deliver this exciting project, funded by the European Social Fund and the National Lottery Community Fund. Reporting to the Project Manager and working closely with our Compliance Managers, you will play a critical role in ensuring that project delivery is supported by processes, plans and paperwork that is accurate, timely and compliant with Funder guidance and the Project Business Plan. This includes processes and compliance for publicity and marketing and the delivery of the Project Cross-Cutting Theme Action Plans.

You will be managing a set of established processes, identifying best practice, errors and opportunities for improvement. You will ensure the quality of participant and files so that they are ready for audit and provide critical Management Information and Insight to support partner reviews and the overall reporting of the Project.

Key Relationships:

Internal	External
<ul style="list-style-type: none"> Who Dares Works Project Manager and Senior Project Manager Who Dares Works Compliance Managers Who Dares Works Finance Manager Who Dares Works Project Support Officers Active Plus Senior Management Team 	<ul style="list-style-type: none"> Who Dares Works project delivery partners Who Dares Works stakeholders – including funders, strategic partners and referral partners

Main Duties and Responsibilities:

- Responsibility for the quality and process compliance of the Who Dares Works Project in accordance with Funders and Project guidance
- Line management of 2 Compliance Managers
- Compliance of publicity, communication and marketing materials, including checking and approval of all publicity and communication materials, recording publicity and communications activity etc.
- Regular checks on eligibility and start date decisions made by the Compliance Managers. Providing advice and guidance on cases that are not clear-cut.



- Full audit checks of participant files when participants leave the project, including all evidence, payments and audit file structure.
- Oversee and where relevant, improve the accuracy of input to the project Management Information System
- Ongoing monitoring and reporting of the full range of project performance targets and quality measures.
- Quarterly checking and final completion of performance returns in relation to participant starts (Annex L) and participant results and outcomes (Annex E)
- Prepare for and attend Partner Review Meetings, providing accurate and useful reports informed by management information, team and participant insight. Lead these meetings if the Project Manager is unavailable.
- Pro-actively use insight gained from the Project Management Team, paperwork, referrals and the Management Information System to inform continuous improvement, providing support and challenge for partners as appropriate.
- Undertake on-site quality checks of delivery across the partnership
- Provide cover for the Project Manager in their absence
- Be an ambassador for Who Dares Works and Active Plus
- Complete your own relevant project paperwork accurately and on time
- Comply with all relevant project and company policies and procedures
- Ensure that data is processed in accordance with the General Data Protection Regulation at all times
- Undertake other project duties as requested

This post is funded by the National Lottery Community Fund and the European Social Fund

Person Specification:

Skills, Knowledge and Experience		
Essential	Desirable	How Identified
Proven experience of working in a performance management role, including performance improvement. You must be able to provide examples to demonstrate this.	Related qualification or experience of LEAN or other quality standards & improvement models	CV, Personal Statement Interview
Attention to detail, ability to maintain timely and accurate records. Ability to learn quickly, understand and apply rules and guidance.	Experience of managing or administration of European Social Fund or other grant funded projects	CV Personal Statement



Excellent interpersonal skills, with the ability to relate to and communicate with a range of diverse delivery partners and organisations, including the ability to manage difficult messages when needed.		Personal Statement Interview
Excellent literacy skills. Proven ability to write accurate reports, plans and records of meetings accurately and in plain English to a variety of audiences	English qualification at GCSE or above	Personal Statement Interview
Excellent IT and online skills including demonstrable use of Office 365 and experience with Excel bespoke databases.	ECDL or similar qualification.	CV, Personal Statement
Experience of both working effectively within in a team and managing daily workloads to meet deadlines and quality expectations. You must be able to provide examples that demonstrate your competence in these areas	Experience of working with military veterans	CV Personal Statement Interview
Full driving licence and access to a vehicle covered by Class1 Business Insurance.		

This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service check (DBS).

Application Process:

Please email the following 2 documents to laura@activeplus.org.uk no later than **noon on 17th June 2019:**

1. A CV of no more than 2 sides of A4 including 2 referees **and**
2. A personal statement of no more than 2 sides of A4 **outlining your skills, knowledge and experience in relation to the essential criteria listed above.**

Please Note: Applications that do not provide both documents as described above will not be considered.