

Job Title:	Quality Assurance Leader
Reports to:	Director of Finance and Governance
Accountable to:	None
Contract Term:	Full time, 37 hours per week, you may be required to work outside of normal office hours, at evenings and weekends.
Location:	LNER Stadium, Lincoln, LN5 8LD
Salary:	£20,500-£22,000 per annum
Date:	Sunday 31 October 2021, 19:00

Job Purpose

Lincoln City Foundation utilises the brand and reputation of Lincoln City Football Club, alongside leveraging our own potential and the influence of our key partners, inspire, empower, and help individuals and communities to improve their physical, social, and mental wellbeing.

The role of Quality Assurance is to lead and actively support to our strategic principles around:

- Business Excellence - Building our Capability; continuing to develop our people and our organisation to enable exceptional standards of delivery, visibility and governance
- Sustainability – Explore and increase the diversity of income streams; leverage our full potential and engage the expertise of those with whom we support and collaborate, to ease the dependency on public funding
- Impact and Evaluation - Demonstrate the value of the work we do; consistently and effectively gather evidence, evaluate, and promote our work, creating a clear understanding of the difference that we make.

As Quality Assurance Leaders you will invest in our people, our communities, and the resources they have available to them, ensuring inclusivity and challenging the status quo. We will expect you to embed our values, behaviours, and core qualities in everything we do. The role will work across the charity, supporting the senior leadership team and manager colleagues with their departments continuous improvement journey.

Key Responsibilities

Main responsibilities of the role include:

- Coordinate the governance and management framework evidence and submission on a continuous basis (Capability Code of Practice) reporting to executive team and board when required

- Champion to importance of quality assurance, data collection and analysis and contingency planning across the organisation, acting as an advocate offering support and guidance to departments
- Lead on good governance practices, including policy review, development and implementation, quarterly performance reporting, performance reporting
- Ensure as a charitable organisation we remain compliant with legislation and legal recommendations from regulatory bodies, such as Charity Commission for England and Wales (CCEW), Information Commissioner's Office (ICO), Health & Safety Executive (HSE), Equality and Human Rights Commission (EHRC), Companies House and HMRC
- Build relationships with national partners (EFLT, PLCF) and local stakeholders
- Support organisational partnership building with the provision of accurate data reporting and providing evidence upon request
- Lead on Impact and Evaluation of the charity, working alongside department leads to ensure best practices are followed, timely reporting is completed and data is used effectively to influence decision making to ensure we are participant led
- Coordinate incident and accident reporting, working alongside and reporting to relevant executive leads (HR, DSO, EDI, DPO, H&S)
- Complete regular statutory memberships and accreditations
- Support the review and reporting against the charity's EDI action plan
- Produce an annual impact report, to be published publicly and to submitted to board to be reported on the organisations KPI's
- Lead of participant feedback coordinating "You Sais, We Did" articles on a six monthly basis, working alongside the Head of Engagement to ensure media is used to celebrate successes and support a toolkit for colleagues to share with partners
- Ensure data collection meets the necessary legislation (GDPR)
- Work with department leads to identify and collate case studies and success stories
- Work with HR to ensure employee feedback is used to shape HR strategy and policy
- Supporting the Chair and CEO to ensure board meetings operate effectively and smoothly, and documents are recorded, submitted and compliant as per instruction
- Represent the Foundation and act as an ambassador for Quality, Value and being a go-to participant led delivery organisation and reliable partner in Lincolnshire.

General Responsibilities

- Compliance with all Lincoln City Foundation policies and procedures
- To observe and adhere to the organisational Code of Conduct, safeguarding commitment and the equal opportunities strategies of Lincoln City Foundation
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times
- To undertake CPD as necessary in line with development of the role and required by the Foundation
- The marginal functions of this position have not been included. All employees are required to follow any other job-related duties required by their line manager which are relevant to the role and achieving the Foundation's objectives.

Person Specification

Education/Qualifications	
Educated to degree level in a related subject, or equivalent, or hold relevant professional training	Essential
Safeguarding recognised qualification	Desirable
Equality, Diversity and Inclusion recognised qualification	Desirable
Evidence of CPD journey relevant to working in a similar role or responsibilities	Essential
Knowledge and Experience	
Experience of working in a similar role, championing quality, evaluation and data insight	Essential
Ability to demonstrate the highest standards of governance and management	Essential
Knowledge of how to secure funding or investment income to support delivery of new projects and events, as required	Essential
Experience of managing multiple projects successfully, and good knowledge of project management tools and best practice	Essential
Proven track record of leading successful, high performing projects, from creative initial concept through to evaluation and reporting	Essential
The ability to work with a range of stakeholders and agencies, building and nurturing professional relationships	Essential
Experience of using computer equipment and software, including Microsoft programmes	Essential
To possess a high standard of literacy and the ability to write reports as appropriate, including those for informing senior leadership team	Essential
Skills and abilities	
Committed, self-motivated and driven with the ability to work on own initiative whilst contributing to the team's success	Essential
Ability to communicate and engage with others (regular contacts may include staff, managers, stakeholders, participants and parents/carers)	Essential
Ability to plan and organise to a high standard and prioritise own workload, performing under pressure and meet deadlines	Essential
Focused to achieve against Key Performance Indicators and creating opportunities for positive experiences and meaning impact for our participants	Essential
Ability to allocate resource, both staffing, equipment and funds to meet delivery/contractual requirements and wider organisational objectives	Essential
Demonstrate adaptability, passion, and good teamwork	Essential
Ability to interpret complex data and respond to needs of participants, our communities and the business (including project evaluation)	Essential

Version 1 Last Updated: July 2021

Next Review: July 2024

Committed to high quality delivery and customer service with an understanding of participant needs or the willingness to learn about those the Foundation serves	Essential
Equality & Diversity	
Must be able to recognise discrimination in its many forms and adhere to the LCF Equality policies	Essential
Able to work within a diverse community and draw on individual strengths to promote equality & diversity	Essential
Other	
Must satisfy relevant pre-employment checks including two current references relevant to the position and DBS checks	Essential
Clean driving license & access to a vehicle	Desirable
Strive to achieve and work towards 'Lincoln City Foundation' vision and mission statements	Essential