



Role Profile

Assurance Officer (Performance and Quality Assurance) Justice Service

Reference No:	A5617		
Service:	Justice Social Work Service		
Job Family:	Protective Services	Grade:	FC8

Purpose

The Assurance Officer (Performance and Quality Assurance) co-ordinates the collation and analysis of statistics across Fife Justice Social Work Service including Scottish Government statutory returns. The Assurance Officer ensures representation at National meetings and contributes to national working groups.

The Assurance Officer supports the ongoing management of the information records system for Justice Service. This involves the management of the system, consulting with service provider in relation to upgrades or system developments. The Assurance Officer for Justice also has responsibility for developing and co-ordinating test plans which support the upgrade process for Justice. The Assurance Officer also provides Digital Skills and Learning colleagues with learning material for the system and wider Justice processes, alongside providing bespoke training for Justice and staff from across the wider social work service.

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<ul style="list-style-type: none"> • Leading, chairing and/or contributing to working groups and project groups linked to Justice and change activity. • To manage and lead projects relating to the statistical analysis of information in new and innovative methods. • To work closely with colleagues and partners • Contribute to the development of a culture of continuous improvement across the Service. • Managing the relationships between all IT stakeholders to secure the best outcome for the Service. • Liaising with IT colleagues. Attending and where appropriate, leading working groups to develop and refine elements of systems based on customer requirements within the delegated area of responsibility. • Work closely with the Justice Service Managers to develop and implement Management Information Strategy, supporting other key strategies and the priorities outlined within Service Plan. • Provide advice, support and direction to colleagues and expert advice and guidance to Service Managers, Senior Managers and partners. 	<ul style="list-style-type: none"> • Ability to work under pressure and deal with competing demands while demonstrating effective leadership. • Experience of leading projects and working groups. • Ability to communicate with a wide range of people in a range of formats, both in writing and verbally. • Experience of chairing meetings and reaching conclusions. • Ability to develop and sustain positive working relationships with a range of internal and external technical and professional partners and stakeholders. • Ability to work collaboratively with various departments and stakeholders. • Represent the Service in national forums and provide feedback in terms of Fife's data and performance processes. 	√ √ √ √ √ √ √	
<ul style="list-style-type: none"> • To identify and advise on trends which are significant for service planning • Contribute to the development of performance indicators and quality assurance mechanisms. • Development of a comprehensive, efficient and effective approach to management information in relation to statistical analysis. • Development of methodologies for the collation, analysis, interpretation and reporting of data in Justice Services. • Provide performance information on the up-to-date data requirements of the Scottish Government, Audit Scotland and other stakeholder 	<ul style="list-style-type: none"> • Ability to interpret data and analyse information • Knowledge and awareness of relevant, legislation and statutory requirements • Excellent analytical and problem-solving skills 	√ √ √	

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<ul style="list-style-type: none"> • Co-ordinating and collating statutory statistical returns and the range of performance information required by stakeholders such as the Scottish Government, Audit Scotland and the Integrated Joint Board. 			
<ul style="list-style-type: none"> • Ensure that specifications for new systems and developments can collect and share the essential data sets required for statistical analysis and performance reporting • Prepare for external and internal inspections and audits, ensuring that necessary information is gathered and presented in a positive and informative way 	<ul style="list-style-type: none"> • Competent in the use of dedicated software packages. • Advanced user of Microsoft packages that support data analysis and visualisation (e.g. Power BI) 		✓ ✓
<ul style="list-style-type: none"> • Developing and implementing quality assurance systems and self-evaluation processes. 	<ul style="list-style-type: none"> • Ability to monitor performance and review information to make improvements 	✓	
<ul style="list-style-type: none"> • Develop and implement training sessions tailored to different learning styles. E.g. face to face and online. • Ensure that training is fit for purpose and where appropriate contribute to the revision of training based on evaluation analysis. • Lead group training sessions and one-on-one sessions. • Evaluate training effectiveness and provide written reports. • Upskill staff and workers in respect of data management and recording of information. • Develop and update training materials and manuals. 	<ul style="list-style-type: none"> • Experience of Implementing new guidance, processes and staff training as appropriate. • Communicate and support staff from across the Justice Service and wider Social Work Service. • Ability to plan effectively and maximise the use of available resources. • Ability to clearly present verbal and written reports to a range of audiences, Strong verbal and written communication skills. • Experience of preparing information for and working with a wide range of audiences (Focus on customers) 	✓ ✓ ✓	✓ ✓
<ul style="list-style-type: none"> • Develop and Implement test plans for the purposes of testing information system. • Analyse and interpret system release notes 	<ul style="list-style-type: none"> • Knowledge of the operational context including legislation. • Strong analytical and problem-solving skills. 	✓	✓
<ul style="list-style-type: none"> • Supervising and supporting a Justice Worker (1) by allocating and scheduling work activities 	<ul style="list-style-type: none"> • Supervisory skills • Qualification at SCQF level 9, or equivalent experience. • Knowledge of quality assurance methodologies 	✓	✓

E = Essential Criteria D = Desirable Criteria

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Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

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