

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing (ACCW)

Job Ref Number: 04436

Service Area: Strategic Commissioning

Grade: G6

Job Title: Assurance & Improvement Officer

PURPOSE OF JOB:

The Assurance & Improvement Officer supports the delivery of comprehensive assurance and improvement arrangements and activities within Strategic Commissioning and across Adult Care and Community Wellbeing.

The role contributes to ensuring that requirements are met through the application and maintenance of robust, consistent, and evidence-based approaches that provide confidence (to leaders, regulators, and the organisation) that services, business processes, systems and functions are operating as intended. The postholder supports risks to be understood and managed, statutory duties and governance requirements are met, and intended outcomes are being delivered, supporting robust evidence, effective controls, and continuous improvement.

The role supports assurance and improvement activities across Strategic Commissioning and contributes to wider directorate-led assurance, ensuring a joined-up and consistent approach across Adult Care and Community Wellbeing, including (though not limited to):

- Internal commissioning processes and working protocols (e.g. commissioning, procurement, contract management, care sourcing)
- Externally commissioned services
- Directorate governance and assurance requirements
- Statutory and regulatory assurance (e.g. CQC, procurement compliance)
- Corporate assurance (e.g. internal audit, external audit, peer review)
- Risk management and business continuity
- Cross-directorate programmes and transformation activity

Working as part of the Quality Assurance and Improvement Team, the post holder will support in the development and maintenance of structured evidence bases, assist with assurance activities, such as audit and regulatory processes, and contribute to the coordination of information and reporting, drawing on a range of sources including audit, performance data, internal review, stakeholder feedback, research, and benchmarking, to provide a clear and coherent view of assurance activities, outputs and impacts.

The postholder will also support the development, review and continuous improvement of designated business processes and systems that underpin the effective delivery of the Strategic Commissioning Function and its interface with the Adult Care and Community Wellbeing Directorate and beyond.

The Assurance and Improvement Officer will work closely with colleagues across the Strategic Commissioning service, and within the Adult Care and Community Wellbeing directorate as required, to gather, organise, maintain and present assurance information in a consistent and systematic way, supporting a proactive and embedded approach to assurance and support alignment to operational delivery and strategic priorities.

TEAM STRUCTURE:**MAIN DUTIES:**

1.	Supporting Assurance Frameworks: - Assist in the implementation and ongoing maintenance of assurance frameworks and processes within the Strategic Commissioning function and across Adult Care and Community Wellbeing Directorate. - Apply agreed structures, templates, and processes consistently across service areas. - Provide administrative and coordination support to assurance-related programmes, projects and workstreams. - Contribute to a systemic, logical, and process-driven approach to assurance activity.
2.	Business processes, working protocols and systems: - Support the design, development, implementation, maintenance, review and continuous improvement of business processes and systems that underpin the Strategic Commissioning Function, and its multiple interfaces across the Directorate, Council and with external partners. - Deliver a project-based approach to the development, embedding, review, continuous improvement of designated business processes, working collaboratively with Strategic Leads, officers, stakeholders and senior colleagues.
3.	Regulatory, statutory and corporate assurance: - Support assurance activity relating to statutory duties and regulatory frameworks. - Contribute to corporate assurance processes including internal audit, external audit, and peer review activity.
4.	Evidence gathering, management of information, and evidencing impact through reporting: - Collect, collate, and maintain assurance evidence, contributing to a structured, accessible, and up-to-date evidence base; translating data and information into logical and accessible outputs to support strategic understanding decision making. - Support the day-to-day operation of assurance systems, tools and trackers.

	- Support in research and benchmarking to enable assurance activity. - Use relevant IT systems, databases, and tools to manage assurance information effectively. - Ensure evidence and information is logically organised, kept up to date, accurate, quality assured, compliant, and aligned to requirements. - Support the development and maintenance of reports, dashboards and summaries that provide a clear and coherent data-led view of assurance activities, outputs and impact. - Assist in presenting assurance data in a clear and structured way. - Identify and escalate gaps in evidence and support in actions to address them.
5.	Embedding proactive assurance: - Working as agreed with the Senior Assurance and Improvement Officer / Quality Assurance and Improvement Manager, apply and support systematic, proactive assurance processes within business-as-usual activity. - Ensure assurance and improvement activities are delivered in line with agreed timescales. - Promote consistency in structure, methodology, and standards.
6.	Audit and review activity and compliance monitoring: - Support internal audit, review, and compliance monitoring activities by gathering information and organising requirement information. - Support in the drafting and coordination of responses to audit findings and review activity. - Ensure actions are tracked, delivered and evidenced. - Strengthen assurance arrangements in response to audit and review outcomes.
7.	Learning, Evaluation and Continuous Improvement: - Contribute to capturing learning from assurance activity, audits and reviews. - Assist in identifying themes or recurring issues through analysis of information. - Escalate findings to support informed service improvement and transformation activity.
8.	Risk Management and Business Continuity Planning: - Escalate risks, with associated evidence to the Senior Assurance and Improvement Officer to ensure strategic oversight through team, directorate and corporate risk mechanisms and business continuity plans.
9.	Stakeholder engagement and collaboration: - Build and maintain effective working relationships across the team, directorate, corporate services and partners as appropriate within allocated work. - Communicate clearly with colleagues to request, clarify, validate and share information. - Work closely with colleagues to deliver and support awareness of assurance activity and ensure joint working in operational delivery. - Communicate clearly and consistently to ensure a shared understanding of assurance requirements and outputs.
10.	Representation: - Represent the assurance function and Strategic Commissioning Team in internal and external forums and meetings as required. - Support senior colleagues in preparing for strategic, partnership, and governance decisions.
11.	Quality, Consistency and Continuous Development: - Follow agreed processes and contribute to maintaining consistent standards across assurance activity.

	- Map and analyse allocated systems and business processes through identified stakeholders' lenses, to identify improvements, benefits, dependencies and impacts, to inform effective engagement, co-production, communication and implementation of change. - Maintain awareness of relevant policies, procedures and guidance. - Contribute to a culture of continuous improvement.
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PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Educated to degree level or otherwise demonstrate equivalent knowledge through experience in social care sector (practitioner/commissioning/development work/quality assurance or a related discipline).	A	X	
Experience of working in assurance, governance, audit, performance, or related area.	A I P	X	
Experience in applying, supporting and coordinating structured assurance approaches and activities, including the administration of frameworks, processes, evidence and reporting.	A I P	X	
Experience in supporting regulatory, statutory, or corporate assurance processes (e.g. audit, inspection, compliance frameworks).	A I P		X
Strong analytical skills, with the ability to triangulate and summarise quantitative and qualitative information from multiple sources (e.g. data, findings, feedback).	A I P	X	
Ability to organise, manage, and present information in a clear, structured, and accessible way.	A I P	X	
Experience of coordinating work across multiple workstreams and delivering to deadlines.	A I P	X	
Good verbal and written communication skills.	A I P	X	
Ability to build effective working relationships and collaborate with stakeholders and colleagues across teams and functions, including senior colleagues.	A I P	X	
Understanding of risk management and assurance principles, including identifying and monitoring risks and controls.	A I P		X

Ability to think critically and a capability for problem solving.	A I P	X	
Ability to work in a systematic and process-driven way, promoting consistency, accuracy, and continuous improvement.	A I P	X	
Awareness of organisational governance, decision-making processes.	A I P		X
Proactive and adaptable approach, with the ability to take initiative and respond to changing priorities.	A I P	X	
Experience of using data, reporting tools, or performance frameworks to support assurance and insight.	A I	X	
Knowledge of the adult health and social care sector.	A I		X
Understanding of commissioning processes and associated functions (e.g. procurement, contract management).	A I		X
Awareness of relevant regulatory frameworks (e.g. CQC) and local authority statutory responsibilities.	A I		X

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.