

Job Description

Job Title	Quality and Contracts Officer
Grade	P01
Reporting To	Commissioning & Commissioning and Contracts
JD Ref	PC0276P

Purpose

To support the development, implementation, and monitoring of quality standards across adult social care services in Wirral. The post holder will play a key role in ensuring commissioned services are prepared for regulatory inspections, embedding best practice, and driving continuous improvement in line with national legislation, local policy, and sector guidance.

The role involves conducting quality assessments, audits, and reviews in accordance with the Council's commissioning, contracts, and quality frameworks. This includes undertaking focused audits to identify risks, ensure compliance, and recommend corrective actions where necessary.

Working collaboratively with service providers and internal teams, the post holder will provide expert advice and practical support to strengthen policies, procedures, and governance arrangements. They will assist providers in developing robust risk management and assurance mechanisms that reflect emerging risks and regulatory requirements, ensuring the delivery of safe, effective, and person-centred services across Wirral.

Main Duties And Responsibilities

Behavioural:

- Promote a culture of respect, dignity, and inclusion in all interactions with internal and external stakeholders.
- Model positive behaviours that reflect the organisation's core values, including compassion and accountability.
- Foster collaborative working relationships by communicating effectively, valuing diverse perspectives, and resolving conflicts constructively.

Quality and Contracts Team service specific duties and responsibilities

- Monitor and review the quality of commissioned adult social care services, ensuring compliance with contractual obligations, service specifications, statutory requirements, and best practice standards
- Undertake regular quality assessments to assess the quality-of-care services in Wirral using the Council’s recognised quality tool and escalate any concerns to the assigned Commissioning and Contracts Lead.
- Identify and follow up on risks, gaps, and areas for improvement whilst conducting quality assurance assessments
- Undertake some contractual duties including contract meetings, data analysis and monitoring of care providers who are RAG rated low/medium risk and escalate any concerns to the assigned Commissioning and Contracts Lead.
- Provide advice and guidance to providers and internal teams on quality standards, governance, and risk management.
- Support care providers with service improvements plans, CQC breaches and ensuring best practice.
- Support care providers to understand the quality of care concern process, triage concerns received and identify any trends or themes
- Support /attend system-wide quality improvement initiatives, based on local and national intelligence, performance, trends and themes.
- Attend / share intelligence and risk profile information at the monthly provider risk information group meetings as required.
- Represent the quality team in safeguarding strategy meetings and respond to quality issues resulting from safeguarding concerns.
- Provide advice and guidance regarding contractual obligations of care providers and awareness of services available.

Communication, Engagement and Training:

- Ensure accurate and comprehensive record keeping of all interactions with care providers, including site visits, telephone conversations, email correspondence, and formal meetings.
- Foster and maintain effective communication channels with key stakeholders to support collaborative working and service improvement.
- Prepare and deliver high-quality reports and presentations and actively participate in meetings to support quality assurance and contractual compliance.

Data Analysis and Decision-Making:

- Collect, analyse, and triangulate data from a range of intelligence sources to assess the quality of care service provision.
- Proactively identify emerging issues or areas of concern in service delivery and develop responsive, evidence-based solutions in collaboration with care providers and relevant stakeholders.

Performance Management:



- Ensure assessments, audits, and contractual activity are planned, conducted, within agreed timescales, maintaining a high standard of accuracy, objectivity, and professionalism.
- Monitor and analyse key performance indicators (KPIs), challenge reported information where necessary and promptly escalate instances of non-compliance and emerging risks to appropriate governance channels.
- Work collaboratively with key stakeholders and relevant departments to ensure that required improvements are implemented, verified, and sustained.
- Contribute to and facilitate cross-organisational quality improvement initiatives. Support the evaluation of their effectiveness and influence further refinements based on outcomes and shared learning.
- Support the ongoing development and enhancement of quality improvement methodologies, tools, and techniques to ensure they remain fit for purpose and aligned with sector standards and best practice
- Uphold professional standards ensuring consistency, transparency, and accountability in alignment with the Council’s strategic objectives and statutory responsibilities.
- Collaborate with service providers to ensure that identified areas for improvement are addressed within agreed timeframes. Offer continued support throughout the improvement journey, promoting a culture of learning and development to ensure that meaningful and sustainable change is achieved.

Compliance:

- Adhere to all relevant corporate policies and procedures, including those relating to Health and Safety, General Data Protection Regulation (GDPR), Corporate Governance, and the organisational Code of Conduct.
- Maintain up-to-date knowledge of applicable legislation, best practice guidance, and both local and national developments in commissioning and contracting with the independent care sector.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- NVQ Level 3 (Public Admin or Health and Social Care) or equivalent.
- *Desirable: Degree or Equivalent*
- *Desirable: Recognised Management of Professional Qualification*



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Knowledge & Skills

- Comprehensive understanding of registration, contracting, and complaints procedures within the care sector.
- Knowledge of Care Act 2014, CQC regulatory standards, and adult social care legislation
- Proven ability to manage workload independently, exercise sound judgement, and meet deadlines and performance targets.
- Strong interpersonal skills with the ability to build trust and maintain effective dialogue with a wide range of stakeholders.
- Demonstrated ability to carry out responsibilities impartially and with professional integrity.
- Capacity to establish and maintain constructive working relationships with care service providers.
- Excellent written and verbal communication skills, with the ability to convey complex information clearly and effectively.
- Confident presentation skills, with the ability to engage diverse audiences.
- Ability to design, implement, and evaluate new systems and processes to improve service delivery.
- Comprehensive knowledge of safeguarding procedures and the ability to apply them effectively in practice.
- Commitment to delivering high-quality customer service to internal and external stakeholders.
- In-depth understanding of Care Quality Commission (CQC) regulations and relevant health and social care standards.
- Up-to-date knowledge of social care practices, systems, policies, procedures, and legislation relevant to the commissioning and delivery of care services.
- *Desirable: Knowledge of procurement processes, tendering procedures and contract management in relation to commissioned care services.*
- *Desirable: Proficiency in using departmental IT systems to support service delivery and monitoring.*

Experience

- Demonstrated ability to produce accurate written records and statistical reports to support service evaluation and decision-making.
- Proven experience in monitoring, supporting and improving services within a social care environment.
- Skilled in working within established procedural frameworks and implementing quality assurance standards.
- Experienced in conducting structured interviews for assessment, evaluation, or investigative purposes.
- Effective team member with a collaborative approach to achieving shared goals and service improvements.
- *Desirable: Familiarity with tendering and contracting processes.*
- *Desirable: Experience in investigating complaints within a health and social care context.*



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- *Desirable: Demonstrated involvement in engaging people who use services in the design, delivery or evaluation of commissioned care services.*
- *Desirable: Experience in designing and implementing quality assurance processes and procedures.*
- *Desirable: Understanding of procurement procedures and experience in undertaking procurement activity.*

Additional Information

- Ability to travel across the Borough and work from multiple locations as required.
- Work within a hybrid model with flexibility to meet service demands.
- Requirement to work from a designated base location, which may be subject to change.
- Flexibility to work outside standard hours in response to business needs.
- This post is subject to appropriate level Disclosure and Barring Service (DBS) check.

Health & Safety Considerations:

- Lone working.
- Work with VDUs (Video Display Unit) (>5hrs per week).
- Driving duties.
- Exposure to persons with challenging or aggressive behaviour

**Approved By: Donna Locke, Senior Manager
Commissioning, Contracts & Quality Team
Date Of Approval: 23rd February 2026**



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