



THE CHURCH
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

ROLE PROFILE FOR

Quality Assurance and Performance Manager

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the National Safeguarding Team

The Church of England is continually striving to improve its safeguarding practices. The 2020 report by IICSA on the Church highlighted failures in respect of child sexual abuse and, more broadly, the challenges facing the Church to get safeguarding right.

The Church's aspiration is that safeguarding is not experienced and approached as a matter of administrative compliance. Rather, it should be what the Church is – something that flows from its core beliefs and values, part of its DNA.

The Church has made important and positive strides over recent years. There is, however, still much to be done to keep children and vulnerable adults safe, and to promote their well-being.

The Church is a complex collection of different bodies. Most of the safeguarding work is carried out locally within the 42 dioceses and cathedrals in England. This work is supported centrally by a National Safeguarding Team (NST).

The NST are developing an evidence-based approach to the development, and delivery of services, which is outcome focused. This role is a pivotal part of this work.

What you'll be doing

As the Church of England's National Safeguarding Team, it is important that we have an accurate understanding of the quality of safeguarding practice across the Church – both areas of strength and areas for development. We must ensure that our work is driven by evidence, and, in turn, that we understand what impact our work has on improving safeguarding outcomes for children, young people and vulnerable adults.

In order to achieve this, the National Safeguarding Team's approach to quality assurance and performance management is described in a number of key documents, which are the basis for reflective and continuously developing professional practice. . These are:

- Quality Assurance Framework
- Performance Management Framework
- Learning and Improvement Framework
- Safeguarding Practice Reviews Code of Practice
- Research and Evaluation Framework
- National Safeguarding Standards

This role is responsible for implementing the NST's quality assurance and performance management approach, including data collection, collation and analysis, oversight of quality assurance and audit activities, and presentation of information and findings to senior managers.

MAIN DUTIES AND RESPONSIBILITIES

You will:

1. Be responsible for the Performance Management and Quality Assurance functions of the NST, taking a strategic approach to safeguarding children, young people and vulnerable adults.
2. Lead on the development of a Performance Management Framework, and will be responsible for maintaining and developing the Quality Assurance Framework.
3. Advise the Archbishop's Council, NST Senior Leadership Team (SLT) and dioceses/cathedrals about the compliance of Church bodies with Safeguarding Code of Practice and the implementation of good practice guidance and recommendations from local and national audits and reviews etc.
4. Work with the NST's SLT to ensure that quality assurance findings inform the development of team practice and strategy.
5. Collate and track recommendations and learning from multiple sources, including independent safeguarding audit reports, serious incident reports, and safeguarding practice reviews, to measure how effectively they are implemented and have a demonstratable impact on practice.
6. Proactively research safeguarding best practice through literature reviews learning from nationally published reports, to support the SLT in the evaluation and implementation of best practice.
7. Provide line management to the Research & Evaluation Lead, use performance data to direct the focus of work.
8. Act as partnership lead to the Research & Evaluation Lead co-located with the NST from Cathedrals and Bishopsrics. This will include providing regular supervision and providing direction on NST focused pieces of work.
9. Support the development of a culture of continuous improvement in the NST by championing the timely and consistent identification of and action to address areas of improvement, and the capture and promotion of good practice.
10. Ensure that quality assurance plans are understood, implemented and maintained at all levels of the church.
11. Provide a coordination function for the Independent Risk Assessors, quality assuring risk assessments undertaken and overseeing the annual contract renewal process.

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience

1. Senior management-level experience of safeguarding children and/or vulnerable adults at a local and regional level, including development of safeguarding capabilities and practice.
2. Experience of successfully delivering organisational change in complex organisations, including cultural change and developing new ways of working.
3. Understand how to create and use Key Performance Indicators (KPIs) to monitor and assure quality.
4. Substantial experience of developing performance management and quality assurance frameworks and driving service improvement through delivery of high-quality intelligence.
5. Substantial experience of analysing data in order to drive forward service improvements and support the functions of the NST.
6. Substantial experience of producing clear, effective performance management information and quality assurance reports for a range of audiences.
7. Substantial experience of safeguarding quality assurance and inspection / audit processes.
8. Experience of overseeing the delivery of learning and improvement following Safeguarding Practice Reviews, and other national improvement reports.
9. Experience of chairing meetings and overseeing action plans.
10. Experience of developing and managing processes to deliver improvements for services to children, young people and vulnerable adults.
11. Experience of working in complex organisational structures to develop performance management frameworks, quality assurance processes, and delivering projects that have measurable impacts.

12. Experience of analysis of and effective communication around safeguarding recommendations and findings.
13. Experience of working with a wide range of stakeholders including senior officials.
14. Experience of working with victims and survivors of abuse.
15. Knowledge of national safeguarding legislation, statutory guidance and policy as well as developments in the world of performance management and quality assurance.

Skills & Abilities:

1. Able to lead and manage complex projects through all stages.
2. Able to lead and facilitate working groups, ensuring they deliver the outcome required.
3. Able to build effective, trusting influential relationships with a wide range of internal and external stakeholders, at all levels.
4. Able to communicate complex ideas succinctly and clearly in writing for a range of audiences.
5. Ability to work with others to collate and analyse complex information to formulate and present accessible action plans, reviews, and other management reports.
6. Ability to analyse and summarise large amounts of complex written information from a range of sources and turn into meaningful recommendations for action.
7. Able to speak in public to large groups of people in an impactful and engaging way.
8. Ability to communicate with survivors and people of all backgrounds effectively both verbally and in writing.
9. Able to hold a position of authority and lead by example, demonstrating credibility and inspiring trust and commitment from others.
10. Ability to lead and manage difficult conversations and provide feedback effectively.
11. Able to promote the aims and mission of the Church of England.

Personal Attributes:

1. Personal authority, gravitas and confidence – able to influence and persuade at all levels and with a range of stakeholders.
2. Relational: expert in valuing and managing relationships with others as the means of delivering change. Emotionally intelligent.
3. Politically astute – understanding, and managing successfully, organisational dynamics.
4. Principled – strong value base and commitment to doing the right thing.
5. Brave – willing to challenge others constructively and to be self-reflexive, welcoming feedback.

6. Must possess strong organisational/time management skills.

Qualifications & Training:

7. Degree level or equivalent professional experience.

Desirable

1. An understanding and application of trauma-informed theory, approaches and practice.
2. Understanding of Church of England national structures and policies.
3. Experience of co-production with adults with lived experience of harm, abuse or neglect.

Vacancy Summary

JOB TITLE:	Quality Assurance and Performance Manager
NCI ENTITY:	Archbishops' Council
DEPARTMENT:	National Safeguarding Team
GRADE:	Band 2 Standard Point
SALARY:	£69,486
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House Great Smith Street London SW1P 3AZ

HYBRID WORK ARRANGEMENTS: Yes

**SUITABLE FOR FULL
HOMEWORKING:**

HOMEWORKING REQUIRED:

CONTRACT TYPE: Permanent

**IS A DBS CHECK REQUIRED?
IF YES, WHICH LEVEL**
Basic

**IS A FAITH-BASED GOR
APPLICABLE FOR THIS ROLE?**

ORACLE POSITION CODE: Click or tap here to enter text.

COST CODE: 22382

PARENT POSITION: Julie O'Hara Deputy Director – Learning and Development