



JOB DESCRIPTION

Job Post Title:	People Services - Compliance and Quality Assurance Advisor	
Post No:	505428	
Grade/Role:	13	
Department:	People Services	
Location:	Fire Service Headquarters	
Responsible to:	Head of People Services	
Responsible for:	N/A	
Requirement to be a Welsh Speaker (Essential or Desirable):	Desirable	

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

MAIN PURPOSE OF THE POST

The People Services Compliance and Quality Assurance Advisor supports the delivery of the People Services directorate, maximising performance against targets and objectives by ensuring delivery activities are processed, recorded and documented compliantly to prescribed internal and external standards.

DUTIES AND RESPONSIBILITIES

1. In conjunction with the Head of People Services, implement a process and compliance internal audit plan that reviews People Services operating standards, processes and systems to ensure that compliance to contractual, procedural and organisational requirements are met.
2. Plan and undertake process and compliance tasks to regularly monitor and review delivery activity and adherence to agreed operational protocols, e.g. processes are completed in accordance with SLAs, file audits, intervention outcomes are evidenced and documented compliantly, robust and effective systems of work are in place.
3. Act as the first point of contact for all colleague enquiries related to process and compliance. Supporting line managers in promptly notifying them of changes and updating and communicating developments to the wider team.
4. Undertake duties to a high standard of customer service in a professional and timely manner.
5. Horizon scanning for regulatory and legislative changes within the Employment Law arena, support the People Services Management Team by identifying and making recommendations for continuous improvement, e.g. procedures, systems of work.
6. Review the accurate management of data ensuring all activity is recorded effectively and accurately on IT systems, assisting in the production of performance metrics and data.



7. Identify and report non-conformance issues. In conjunction with the Head of Service, develop and implement countermeasures with People Services Managers to review and agree continuous improvements and/or revised practices to ensure there is harmonisation across the service.
8. Undertake periodic collation and review of employee satisfaction data. Analyse — information, investigate areas of concern with People Services Managers, presenting a report of agreed actions for continuous improvements to the Head of Service.
9. Support the Head of Service to liaise with ELT, SLT and other stakeholders as required in respect of developing People Services operating processes and standards.
10. Support the People Services Management Team with the effective progression of ongoing projects.
11. Undertake any other duties as reasonably required by the Director or Head of People Services.

Equality & Diversity:

12. Promote equality and diversity through the effective review of processes and procedures in conjunction with the Business Partner for DICE.
13. Maintain an up-to-date awareness, training and CPD of equality & diversity issues and how our services should be professionally delivered to all customers in an inclusive Service.
14. Deliver an inclusive service in line with the Service values.

STANDARD SERVICE REQUIREMENTS

In addition to the duties and responsibilities outlined above, the post holder will be required to:-

15. Undertake any other duties commensurate with the grade and post.
16. Attend in-house and external training courses as required.
17. Co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
18. Apply the principles of the Service's Dignity at Work Procedure and Equality and Diversity Statement whilst carrying out their duties.
19. Protect children, young people or adults at risk from harm, reporting any safeguarding concerns using the Service's Safeguarding Procedure.
20. Adhere to Health & Safety Legislation and Procedures and take reasonable care for the health and safety of self and others.

