

# Job Description and Person Specification

Role: Quality Monitoring and Pastoral Officer



## Job Description

<b>Job Title</b>	Quality Monitoring and Pastoral Officer
<b>Grade</b>	7
<b>Service</b>	Education and Learning Services, Inclusion, SEN and Participation (Coventry Alternative Provision)
<b>Reports to</b>	CAP Operations Manager
<b>Location</b>	One Friargate
<b>Job Evaluation Code</b>	



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

Coventry Alternative Provision (CAP) is a well-established service formerly known as **Work Related Learning**, which practices within Coventry Local Authority. The service is responsible for ensuring that a high-quality, diverse offer of Alternative Provision is made accessible to Coventry schools/academies. We support schools/academies to secure successful placements for students while quality-assuring all provisions against a rigorous quality framework.

Coventry Alternative Provision (CAP) works with schools/academies to help them develop a full understanding of what Alternative Provision has to offer and how our high-quality practices are embedded into Coventry Alternative Provision (CAP) delivery.

Coventry Alternative Provision (CAP) highly recommends schools/academies to use our service when accessing Alternative Provision for students, as we have a well-established framework to ensure training providers are working in line with local and national guidance. Our service does not take responsibility or accountability for any Alternative Provisions that are secured directly by schools/academies outside of our framework.

### Purpose of the role

1. To take a lead role in ensuring the effective co-ordination and monitoring of Coventry Alternative Provision (CAP) provision.
2. Play a lead role in monitoring the quality of provision in line with the CAP Quality Review process and ensuring compliance with contractual requirements.
3. Ensuring that students are receiving personalised support and that their needs are being met when accessing CAP.
4. Take a lead role in the monitoring of Children Looked After and act as the main contact who will liaise with Coventry Virtual School.
5. Manage a case load of students.
6. Act as a Designated Safeguarding Lead; develop and lead on the delivery of training sessions for professionals.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Monitor, report, and lead on weekly safeguarding reviews, ensuring any trends are identified and managed.
2. Deputise for Operations Lead, ensuring service area is professionally represented and staff are supported fully.

3. Lead on monitoring for all Children Looked After (CLA) referrals and liaise with Virtual Schools (VS).
4. Produce monthly CLA monitoring reports to support monthly review meetings with Coventry Virtual School, reporting on overall CLA engagement, attendance, progress, behaviour and safeguarding.
5. For CLA, ensure providers are completing a Student Impact Review for each student (utilising CAPs identified software tool/s) in line with the required specification of each Targeted Programme and check the quality assure prior to this being shared with schools.
6. Produce termly Course Impact Reviews for all courses within the CAP framework reporting on course type, attendance, progress, safeguarding, and behaviour.
7. Liaise with the Admin team, to ensure that Termly Progress School Reports are being produced and sent for all students accessing Core Pathway programmes.
8. Support Monitoring Officers with caseloads as and when required.
9. Lead on the Provider Termly Monitoring and Quality Review process' and report any concerns to CAP Operations Lead.
10. Develop, oversee and monitor an Information Advice and Guidance (IAG) programme that can be utilised by training providers to offer guidance to students.
11. Support CAP Service Lead and CAP Operations Lead to develop a strategic plan to ensure continued trading with schools and that the team is able to meet demand and provide a successful range of services.
12. Consider and report new areas of demand on the framework and identify new training providers to CAP Operations Lead.
13. Promote and market the CAP service to schools and providers, actively seeking new custom.
14. Develop and host training sessions for professionals when required.
15. Liaising with the Admin team, oversee the student referral process, ensuring the applications are managed efficiently, effectively and in line with process.
16. Represent CAP in Team Around the Child (TAC) and Safeguarding meetings and/or external meetings,
17. Support Monitoring Officers with attendance and behaviour meetings when required.

18. Support and contribute to reviews of the Quality Review process and service policy renewals in line with National guidance.
19. Ensure that stake holder surveys are developed, issued termly, collated, and summarised to gain feedback.
20. Oversee student experience through leading and supporting the Monitoring Officers to develop opportunities for students to engage in, including enrichment activities, educational visits and holiday sessions when required.
21. Liaise with admin to ensure all new stakeholder representatives within the collaboration are granted access to systems and offered adequate training.
22. Meet with new schools once they have referred students to deliver a thorough induction to CAP and outline their responsibilities.
23. Oversee Monitoring Officers in ensuring all termly student reports are produced and quality checked.
24. Chair student progress termly meetings with Monitoring Officers.
25. Prompt Training Providers to complete all admin tasks on CLM inclusive of Initial Assessment results and qualification reviews.
26. Act as a contact for Training Providers and Schools to respond to any queries regarding CAP.
27. Be available to attend training provider delivery centres if an emergency arises and support is required.
28. Support CAP Operations Lead with the organisation and implementation of marketing and networking events.
29. Support with the development and coordination of service events.
30. Liaising with admin ensure all end of year student qualification evidence is collated, recorded and distributed efficiently.
31. To support the CAP Operations Lead with budget forecast preparations and in monitoring specific budget spend.
32. Act as the main contact for the safeguarding team, supporting colleagues, training providers and schools in processes and ensuring these are all in line with CAP policies and Keeping Children Safe in Education.
33. Any other duties and responsibilities within the range of the salary grade.



## Key relationships

<b>External</b> Training providers and Schools	<b>Internal</b> Educational Services (Virtual School, SEND and Attendance and Inclusion)
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

**Personalised Learning  
and Monitoring Outreach  
Officer x2**

### Staff managed by postholder:

Operations Manager

## Person specification

<b>Job Evaluation Code</b>	TBC
<b>Knowledge</b>	
Understanding of 9-19 CAP Offer	
Awareness of statutory procedures around safeguarding and child protection.	
Awareness of KCSIE	
<b>Skills and Abilities</b>	
Good interpersonal skills	
Excellent organisational and administrative skills	
Competence in the use of IT and databases	
Excellent communications skills, with students, parents/carers and colleagues from the wider collaboration	
Able to communicate well with people on both a group and individual basis.	
Sound written communication skills.	
Able to meet the requirements of the Child Protection/safeguarding Procedures.	
Able to motivate self and others.	
Flexible and responsible to the needs of individual students and colleagues	
Patience, determination and tact with students, parents/carers, and colleagues	
Excellent Literacy and numeracy skills	
<b>Experience</b>	
Working with young people aged 9-19 years.	
Successful experience of working in related fields e.g. Education/ youth work	
Experience of supporting young people who may experience barriers to learning.	



Experience or an understanding of Alternative Provision.
<b>Qualifications</b>
5 A – C GCSE or equivalent
Qualification in IAG minimum Level 4.
Trained Designated Safeguarding Lead
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> <li>• Must be willing to work in a multi-cultural environment.</li> <li>• Must be willing to undertake training and attend relevant courses.</li> <li>• Must be flexible.</li> <li>• Must be committed to personal and professional development.</li> <li>• Must be committed to equal opportunities.</li> <li>• Car Driver desirable</li> </ul>

<b>Date Created</b>	23 <sup>rd</sup> August 2023	<b>Date Reviewed</b>	13 <sup>th</sup> November 2023
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