

ROLE PROFILE AND PERSON SPECIFICATION



Company Name	Ealing Council – Commissioning and Capacity Building
Location:	5 th Floor Perceval House, 14-16 Uxbridge Road, W5 2HL
Employer Description	Local Authority
Position Title	Corporate maximising quality, reducing inequalities apprentice
Age	16+
Qualification	Quality Practitioner (level 4) apprenticeship - learning agreement of 18 months
Annual Training Allowance	£27,010.07 per annum, based on the Real Living Wage for London (currently £13.15 per hour) <i>Includes a six-month probation period.</i>
Hours of work	35 hours per week. 09:00 – 17:00 Monday to Friday with 1hr lunch break.
Annual Holiday Entitlement	Annual Holiday Entitlement: 30 days paid holiday for 15 months, plus 3 additional days (to cover Christmas and New Year)
The Role	This role is part of a small, collaborative apprentice team which includes a Data Analyst (Level 4) and Business Administrator (Level 3). The team will support the Council's shift towards a strategic asset-based commissioning approach. Through the coordination and analysis of quarterly self-assessments and annual peer challenges submitted by directorates, the team generates insights that directly inform and accelerate this shift. The Quality Practitioner apprentice will help embed quality systems and practices across commissioning activity, ensuring services meet contractual, regulatory, and performance standards. Responsibilities include conducting audits, analysing quality data, identifying and addressing non-conformances, and supporting continuous improvement. The role also contributes to the development of quality strategies and supports directorates in improving service delivery and reducing inequalities, helping to drive the Council's shift to a strategic, asset-based commissioning model.
Responsibilities	• Support the Council's transition to strategic asset-based commissioning by embedding quality systems that focus on outcomes, equity, and community strengths. • Contribute to the development of quality strategies that improve service performance, reduce inequalities, and align with asset-based principles. • Design and monitor customer satisfaction measures that reflect meaningful outcomes for residents and communities. • Develop supplier performance metrics that promote quality, sustainability, and partnership working across the commissioning landscape. • Plan and conduct audits to ensure commissioned services meet contractual, regulatory, and performance standards, and support learning and improvement.

	• Identify and investigate non-conformances, advising on corrective actions that prevent recurrence and enhance service quality. • Validate services against agreed standards, ensuring delivery aligns with strategic commissioning objectives and community needs. • Develop quality assurance plans that support proactive monitoring and improvement of commissioned services. • Apply tools and techniques to improve quality performance, reduce waste, and strengthen the Council's ability to deliver value for money. • Analyse quality performance data and produce reports that inform strategic decision-making and continuous improvement across directorates. • Support colleagues and stakeholders to build quality competence and embed a culture of learning and improvement. • Contribute to the development of new or revised services by identifying and mitigating quality risks, ensuring alignment with asset-based commissioning principles.
Skills and abilities	1. Understand and apply asset-based commissioning principles to improve service quality, reduce inequalities, and deliver meaningful outcomes. 2. Support the effective management of contracts by applying quality assurance methods and continuous improvement practices. 3. Consistently place residents and service users at the centre of quality improvement efforts, ensuring services meet their needs and expectations. 4. Operate with diligence, integrity, and a clear understanding of the wider organisational context and strategic goals. 5. Demonstrate strong verbal and written communication skills, with the ability to present complex information clearly and professionally. 6. Work flexibly and cooperatively within a team, offering and seeking support to achieve shared objectives. 7. Investigate and resolve complex, sensitive issues with a focus on root cause analysis and sustainable solutions. 8. Analyse quality performance data and produce reports that inform decision-making and support continuous improvement. 9. Maintain high levels of accuracy in all tasks, particularly in audits, reporting, and service validation. 10. Confidently use Microsoft Office tools (Word, Excel, PowerPoint) and online platforms to support quality assurance activities. 11. Take ownership of tasks, manage competing priorities, and meet deadlines effectively. 12. Understand and uphold confidentiality, data protection, and ethical standards in all aspects of work. 13. Respond positively to challenges and change, learning from experience and adjusting approaches as needed. 14. Actively seek opportunities for learning and growth through self-reflection, feedback, and staying up to date with sector developments. 15. Demonstrate awareness of equality, diversity, and health and safety in all work activities. 16. Recognise the importance of attendance and punctuality in maintaining team effectiveness and service continuity.

Values & Behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
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• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents	Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures	Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards
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This position requires Enhanced Vetting

