

Planning and Assurance Support Officer

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Company: Care Quality Commission

Location: United Kingdom

Category: other-general

Grade C - £31,373 (National Framework) or £36,775 (London Framework – if you are London office based or homebased and live within the boundary of the M25) – There is also an additional homeworking allowance of £553 per annum for those working from home

Contracted Hours: Full time 37 hours per week however, compressed and flexible hours will also be considered.

Contract Type: Permanent

Location: We can facilitate homeworking or talk to us about flexible working

Closing date: Tuesday 7th May 2024 at

This role is NOT open to applications from those who will require sponsorship under the points-based system. Should you apply for this role and be found to require sponsorship, your application will be rejected, and any provisional offer of employment withdrawn.

Your Supporting Statement should also cover the following:

A short example of a time you have proactively found an effective solution to a problem.

Are you committed to helping us regulate health and social care within England?

When thinking about what drives you every day in your job, what keeps you motivated and passionate about your work what comes to mind? For 3000+ people at the CQC we end each day knowing that we have made a difference to the lives of those most in need in our communities. We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve. We are looking for people who are caring, demonstrate integrity and work well as part of a team to join

with us and share in this sense of achievement. If you would like to help us, make a positive impact to health and social care within England, then read on.

Why this could be a great role for you....

If you would enjoy working as part of a dynamic and innovative team, we are looking for a great Planning and Assurance Support Officer to join us.

The ideal candidate for this role will support the Director and Advisor and lead on key activities for individual business units of the Directorate including providing overall reporting and monitoring updates, escalating risks, providing management information and supporting the annual budget setting process.

What we can offer you...

Your health and wellbeing are important to us and are supported through our benefits scheme:

27 days' annual leave, rising with service to days, plus 8 Bank Holidays

NHS pension scheme, with around a 14% employer contribution

Free employee assistance service 24 hours a day

Discounts to supermarkets, high street stores, electronics and fleet cars

Discounted gym vouchers

Cycle to work scheme

Internal reward scheme where you could earn yourself a voucher or two!

Equipment for homeworking

We want to make working for CQC a great experience for everyone, and to role model a diverse and representative culture. To support an inclusive environment where colleagues feel empowered to bring their whole self to work, we support a variety of staff networks, including the Race Equality Network, LGBT+ Equality Network, Carers Equality Network, Disability Equality Network and Gender Equality network.

We want to support you to succeed and be your very best with opportunities for training and development; along with the support of experienced managers and mentors.

What you will bring...

As an integral member of the Technology Senior Leadership team, you will lead key activities

on behalf of the Director. This is an interesting and varied role, requiring excellent organisational skills and the ability to build professional relationships with a wide range of internal and external stakeholders. You will bring experience of leading a small team, with the ability to manage competing priorities whilst working to tight deadlines.

Accountabilities:

Lead key activities for individual business units of the Directorate and provide overall reporting and monitoring updates to the Director and Advisor escalating any risks and issues that cannot be resolved within the business unit

Support the Director and Advisor with monitoring and reporting of performance management against the overall directorate business plan through day-to-day management of individual business unit plans and cross-directorate through effective local reporting of performance planning, coordinating, and supporting with directorate people and culture activities

Support the annual budget setting process for the Directorate by leading the activity for individual business units, identifying potential cost savings, budget spend issues, actions and options to remove and/or minimise the associated risks

Represent or act on behalf of your Advisor at meetings with internal and external stakeholders, as requested

Responsible for the provision of management information as requested to support the Directorate management teams

Deliver the management assurance process on behalf of the directorate business units, managing audit actions where required

Work with the SLT and Advisor to manage the Directorate risk register by capturing and qualifying business risks and issues, seeking early resolution, mitigation or escalation

Maintain visibility of risks and issues on the corporate register which could have an impact on your own or other directorates, acting on information appropriately

Maintain records demonstrating and ensuring compliance with governance and assurance standards surrounding all Directorate business activity, providing Directorate with advice and direction to enable adherence

Liaise with HR teams, following appropriate procedures and policies to ensure that staff records are accurate

Collate and supply information in agreed formats relating to mandatory data returns for wider corporate or Directorate reporting (establishment, sickness stats, mandatory training)

Compile senior management team papers and business case submissions as required, including, where appropriate, a statement of affordability supportive of all proposed activities

Oversee the production of a wide range of reports, papers, presentations and briefings to support business meetings efficiently

Oversee and support the delivery of continuous improvement initiatives within your Directorate, by leading improvement projects where appropriate, or collating all actions undertaken to enable demonstration of the improvements and progress made

Oversee complex procurement activity and support others through CQC's procurement processes

Lead and manage the Directorate Support Team, including the support to Directors and Heads of Function

All duties commensurate with your role and responsibilities

Undertake all Required Learning and other identified training to support own development

Maintain an understanding and awareness of CQC policies and procedures and ensure consistent application and promotion of these in everyday practices

Actively contribute to Performance Management and Review process by ensuring attendance at performance conversations and that appropriate documentation is completed

Demonstrate application of CQC Values and Behaviours in all interactions, raising awareness and improving practice in respect of Equality and Diversity and promotion of Human Rights within the workplace

Essential Skills and Experience:

Educated to degree or equivalent qualification level, or ability to demonstrate appropriate operational experience

Able to demonstrate an understanding of CQC and explain links with other associated organisations

Financial awareness and management - experience of budget setting, financial controls, workforce planning and forecasting

Ability to understand and present complex financial and workforce data in various formats to inform effective planning and decisions

Experience of handling management information and using it to effect change and improvement

Experience of implementing policies and procedures as applied to a variety of business management disciplines

Effective influencing skills, able to demonstrate previous experience of successful collaborative working

Ability to build positive professional strong relationships with internal and external stakeholders, ranging from own team to senior managers and directors

Ability to lead and manage a team ensuring effective delivery of support functions

Excellent written and verbal communication skills

Strong organisational and planning skills

Adaptable to changing priorities and demands and able to work under pressure to meet deadlines within a fluid working environment

Excellent IT skills particularly in the use of Word, Excel, PowerPoint and Outlook

Has knowledge and understanding of CQC's role within the health and social care environment

Experience of working within management assurance, risk management, change management and corporate governance frameworks

For an informal discussion or further information on the role, please contact Mandy Atkinson, COD Advisor, at

Individual adjustments...

We are committed to being open and transparent around our processes and we endeavour to offer every candidate the opportunity to perform at their best throughout the recruitment process. We seek to support candidates to identify potential challenges and work with them to identify and facilitate reasonable adjustments as appropriate. Should you require assistance and/or would like to request a reasonable adjustment at any stage of the recruitment process, please contact a member of the team via email:

CQC is committed to promoting a fair and inclusive workplace where all our people can flourish and reach their full potential. We know diverse teams allow for a more creative and productive environment and therefore encourage applications from everyone regardless of: age, gender/sex, gender identity or expression, religion or belief, disability, ethnicity or sexual orientation.

Our Values

Excellence – Meeting our challenge to be a high-performing organisation

Caring – Treating everyone with dignity and respect

Integrity – Demonstrating our passion for ‘doing the right thing’

Teamwork – Enabling us to be the best we can

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