Job Description

Job Title	Assurance Specialist
Function	Enabling Services
Department/Team	Performance and Data
Reports to	Assurance Lead
Direct Reports	N/A
DBS Check Level Required	Basic
Grade/Job Evaluation Level	TBC
Salary Banding	TBC
Created/Reviewed date	July 2026

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do. The Assurance Specialist will play a pivotal role in creating an environment where our employees and volunteers feel valued, supported, and empowered to deliver lasting change.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

Within Corporate Services, the Performance and Data department are responsible for supporting operational delivery through optimisation of the data life cycle. The team drive performance by providing insights on key metrics. In addition, they build and maintain systems for data collection, supporting business decision making through analysis and advanced report creation.

Purpose of the Role

The Assurance Specialist will support operational assurance across the business. Working closely with the Assurance Lead, this role will support best practices and reporting on assurance outcomes. As a subject matter expert, the role will ensure that operational colleagues understand, and have oversight of, the assurance framework, providing learning and through the governance structure.

Key Accountabilities

(List of accountabilities specific to this role)

Planning / Service Delivery

- Support operational delivery by providing assurance oversight at the service level, with specific focus on statistical information around events / incidents recorded in theHub.
- Subject matter expert of assurance metrics which can be translated to operational colleagues. Continually working towards and maintaining service excellence.
- Support regular meetings with key stakeholders to ensure people at all levels understand the assurance metrics, providing clear oversight for operations.
- Working in a peripatetic approach, support the organisation by focusing on services based on assurance need. Highlighting best practices across the services.
- Support the onboarding of assurance measures for new services, ensuring methodologies are in place that meet the contractual requirements.
- Provide expertise on assurance standards and requirements including CQC and Ofsted, providing operational leaders advice on interpretation and implementation of assurance expectations relating to service delivery.

- Work with the data arm of the department to be a subject matter expert of the reporting suite, translating reporting outcomes to actionable insights in relation to assurance.

Performance

- Support the foundation of assurance excellence by working closely with the Assurance Lead to embed the assurance framework.
- Feed into the assurance action plan for the business, ensuring appropriate actions are in place.
- Support a collaborative approach to incident management through theHub, guiding colleagues through the process as required.
- Support learning from complaints and incidents into learning loops.
- Provide and present assurance reports as part of the governance structure, in the form of the assurance framework.

Development and engagement

- Support a data driven culture that enables decision making across all levels of the business based on thorough understanding of assurance metrics and service delivery. Fostering a culture of accountability, collaboration, and continuous improvement.
- Input into mobilisations of new contracts, using the technical knowledge within the department to ensure efficient onboarding of assurance measures.
- Be a key point of contact for assurance measures across operational delivery, focused on, but not limited to, Hub related activity.

General Accountabilities
(List of accountabilities applicable to all roles)

- Model our organisational values that sets the tone for people across the organisation.
- Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose.
- Seek opportunities to develop, learn and continuously improve so that we can develop high quality services.
- Work in accordance with all relevant legislation, policies, procedures and guidelines including safeguarding.
- Keep abreast of latest developments and good practice in own professional areas.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.
- This job description is non exhaustive, and we reserve the right to amend and review as appropriate

Additional Information

You may be required to travel as part of your role outside of your normal place of work, which may include overnight stays.

Values

Our Values
• **Kindness** - Be generous, caring and compassionate • **Courage** - Be bold, trust, commit • **Respect** - Everyone deserves dignity

Person Specification

Qualifications	**Essential or Desirable**
Relevant qualification e.g. degree or equivalent experience	E
Professional certifications in relevant technologies or methodologies (e.g. Microsoft PowerBI, excel etc.)	E
Proven ability to monitor assurance within a large charity	E
Member of an appropriate professional body to demonstrate relevant professional expertise	D

Skills	**Essential or Desirable**

Ability to present complex information effectively to diverse audiences to influence and develop strategic conversations	E
Excellent written, verbal communication and presentation skills	E
Highly developed organisational and prioritisation skills	E
Resilient and adaptable, thriving in an evolving environment	E
Proficient in Microsoft Programmes	E
Analytical mindset with a focus on problem solving (solution-focused) and process improvement	D

Experience	**Essential or Desirable**
Knowledge of assurance best practices, including an in depth understanding of monitoring assurance measures	E
Experience of introducing, developing, and working with an assurance framework, including the introduction, and embedding of new meeting structures to support this	D
Experience delivering assurance changes, user training, and support across diverse teams	E
Experience of working with stakeholders to understand requirements and setting expectations based on need	D
Experience of the sectors in which Waythrough operates	D