

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**Quality Assurance Lead**

<b>POST:</b>	Quality Assurance Lead
<b>SALARY:</b>	NJC Point 26
<b>ACCOUNTABLE TO:</b>	Quality and Performance Manager
<b>RESPONSIBLE FOR:</b>	Project Co-Ordinator

**ORGANISATIONAL EXPECTATIONS:**

Inspire North aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Inspire North at all times.

**OUTLINE OF POST:**

To be the organisational lead for quality assurance. Supporting the development and implementation of Inspire North's governance and quality assurance systems.

To advise on incidents, complaints, concerns, investigations and other instances affecting or potentially affecting high quality services to our clients.

Critical to success will be ensuring that the Inspire North Group complies with internal and external quality standards (including CQC), supporting a culture of continuous improvement; evidencing the provision of high-quality services to key stakeholders and the sharing of best practice.

To line manage the Project Coordinator and support Inspire North with successful project delivery.

You will be self-directed, proactive, and innovative in the management of your own workload.

**MAIN TASKS:**

1. To provide supervision, leadership and direction to the Project Coordinator.
2. To provide support, project management and co-ordination of quality initiatives both organisationally and within individual services and ensure the sharing of good practice across the organisation.

3. To audit assigned services and advise service managers to ensure services are compliant with internal/ regulatory requirements and maintain a plan of continuous improvement.
4. To provide and drive improvements to service delivery as identified via Datix, Healthchecks, audits, regulatory inspections, performance reports and Client Voice.
5. Co-Ordinate, lead on own assigned areas and complete the following group kitemarks (not limited to):
  - Customer Service Excellence Accreditation – Supporting the Quality and Performance Manager
  - Together with Tenants – Supporting Operational Manager
  - Service specific kitemarks (Safe and RESPECT) – supporting the Service Manager
  - Internal Audits and HealthChecks – Lead
  - In-Depth Assessment – Lead
  - Housing Ombudsmen Code of Compliance for Complaints – LeadIn doing so, providing the required evidence and using specialist knowledge to implement action plans, where necessary, ensuring Inspire North compliance.
6. To collate and evaluate information from benchmarking exercises and make recommendations for purposes of quality improvements.
7. To consider and implement KPI targets associated with our Organisational Quality Standards (Client Voice, Customer Service Excellence and Housing Ombudsmen).
8. To coordinate and administer Policies, this includes liaising with policy authors, updating the central policy spreadsheet, uploading to the intranet, highlighting those due for review and providing an update to the Executive Assistant.
9. Support the Quality and Performance Manager in implementing appropriate impact measurement tools and logic models across the organisation.
10. Support the Quality and Performance Manager in establishing links with research organisation for external evaluations
11. Ensuring effective day to day delivery, review and monitoring of the organisational complaints, concerns and compliments process; logging, identifying handlers, supporting where necessary and ensuring organisational timeframes are upheld.
12. Support Serious Incidents investigations (SIRs) and make recommendations for improvement to existing practice.
13. Work closely with Operations to embed lessons learned into policy, procedure and practice reviews.

14. To provide administrative cover for the Executive Assistant as required, including the minuting of meetings and updating of action logs.
15. Participate in regular supervision, team meetings and other meetings as required.
16. Represent Inspire North in a knowledgeable and professional manner at all times.
17. Maintain appropriate professional boundaries at all times.
18. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
19. Partake in Inspire North's Personal Development Review system.
20. Any other duties commensurate with the grade and level of responsibility of this post.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

## Person Specification

### Quality Assurance Lead Quality and Performance

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any gaps in the Quality Assurance Lead person specification could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate confidence and ability to work independently and know when to challenge information and escalate issues	✓		A, I
Knowledge & Skills	Essential	Desirable	
Knowledge and experience of leading quality initiatives and audits	✓		A, I, E
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook	✓		A, I
The ability to work flexibly and collaboratively as part of a team and develop effective working relationships at all levels	✓		A, I
Methodical, with outstanding organisation, planning and administrative skills	✓		A, I, E
Ability to prioritise, work calmly under pressure and meet tight deadlines	✓		A, I

Strong written and verbal communication skills, with keen attention to detail	✓		A, I
The ability to use your own initiative to identify opportunities for continuous improvement.	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
A second Language e.g. Urdu, Polish, BSL		✓	A
Project management qualification i.e. PRINCE2, Agile, SCRUM etc.		✓	A, I
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Experience of using recognised quality improvement techniques	✓		A, I
Experience in quality assurance and governance	✓		A, I
Experience in working with external regulators i.e. CQC, Customer Service Excellence etc.	✓		A, I
Previous experience in leading and guiding teams through change	✓		A, I
Experience of being a service user, carer, or working/volunteering in our field of work		✓	A