

**Job Description**

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| **Job title:** | Quality Assurance Officer |
| **Location:** | Home & Office Based |
| **Responsible to:** | Quality Assurance Team leader |
| **Responsible for:** | Working as part of the Quality Assurance Team (QAT) to provide support in ensuring Landau remains compliant with all contracts delivered, including support with the integration of new contracts and ensuring processes are created and embedded to consistently deliver Quality and Best Practice across the business. |

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| **Job Purpose**  Support the team in ensuring the overall quality assurance for all contracts across Landau. Working within the QAT and across Landau departments to develop a comprehensive understanding and working knowledge of Landau contracts.  Provide support to the team in continuously monitoring and reviewing process to ensure compliance remains at a high quality. Proactively identify shortfalls and suggest improvements to policy and processes to support with efficiency and quality assurance.  Support the QAT on reviewing quality assurance with partners and internal delivery services to ensure the best possible experience for the participants.  Provide support to the Quality Assurance Coordinator’s (QAC) , by delivering training to partners both internal and external when required  Effectively manage your tasks ensuring consistent and accurate output as per agreed timescales  This post is part of the Building Better Opportunities programme and is funded by the National Lottery Community Fund and the European Social Fund as part of the 2014-2020 European Structural and Investment Funds Programme in England. |

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| **MAIN DUTIES** | |
|  | By the first port of call for all Quality Compliance related queries, ensuring that they are actioned in within the agreed timescales and quality standards as per contract. When necessary escalating queries to QAC |
|  | Support on the delivery of the BBO project understanding and adhering to the terms of the contract requirements, supporting the team to deliver and exceed expectations. |
|  | Support in implementing QA processes throughout the business which will support with the monitoring of QA, consistency of quality service and best practice.  Work in collaboration to continually review/improve systems and procedures that meet the needs of the funders in relation to delivery.  Adhere to and maintain the high quality standards as required by the funder.  To work alongside the QAC’s to assess the key delivery plans for each provider to measure their delivery quality and how this achieves the targets and customer satisfaction. |
|  | To work with the QAT to remain up to date with any changes to compliance/ QA for all contracts, supporting to implement quickly any changes in guidance. |
|  | To establish and maintain effective working relationships with our delivery partners, to support the QAC in the monitoring of the quality of their delivery. To inform the QAC if contract obligations are not being met or of there are concerns in QA, working closely with the Partnership Coordinator  Deal professionally and proficiently with enquiries from colleagues, partner, business contacts etc. |
|  | To work collaboratively with external and internal delivery partners to continually review and improve systems and procedures that meet the needs of the funders, always ensuring the delivery of a high quality and compliance services.  This will include supporting the QAT in creating, reviewing & assessing the key delivery plans for both internal and external delivery providers. |
|  | To report any partner delivery or compliance issues identified to the QAC, QA Team leader/ Partnership Coordinator |
| **8.** | To assist in the preparation of project reviews, reports and project audits as required by the National Lottery Community Fund, European Social Fund and Landau. |
| **9.** | Ensure copies of electronic and hard copy files are returned on participant completion and stored/archived in line with the funder’s guidance. |
| **10.** | To support and advise partners with Safeguarding/MAPPA/GDPR issues by receiving support from QAC  Support HR and Heads of Service to review and update Landau Policies when required. Support in developing processes that help to support policies |
| **11.** | Support the QAT to generate reports as and when required. Including to support Landau in the collection of data and information for bids/ Reports |
| **12.** | Support in the coordination of partners due diligence by liaising with our partners, QAC and other Landau Leads. |
| **13.** | To support in the scheduling of quality checks with partners, consisting of planned and unplanned checks to monitor partner delivery for quality and conducted as outlined in the plan. |
| **14.** | To support Landau in the implantation and embedding of new contracts across Landau |
| **15.** | To represent Landau and the QA team at appropriate local, regional and national events and meetings as required. Always promoting Landau in a positive and professional manner. |
| **16.** | Use a variety of software packages such as Microsoft Word, Outlook, PowerPoint, Excel etc. to produce correspondence, presentations, records, spreadsheets and databases |
| **17.** | To ensure all contract issues are properly completed at the close out of the project. |
| **18.** | To support the QAT on agreed projects that sit within the this department. Providing support to the QAC when necessary to ensure objectives and deadlines are achieved. This may include receiving support and training, along with undertaking delegated tasks which will be monitored by the QAC. |
| **19.** | Attend and contribute to regular performance review as and when required as set out in the staff handbook.  Take responsibility for own personal development and acquisition of new skills and knowledge in line with the changing needs of the role and the Business. |

Post holder may be required from time to time to undertake other duties, not specifically mentioned in this job description, but within levels of their salary scale. On occasion there may be travel and work in unsocial hours

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| **Prepared By:** | Nicki Ulloa |
| **Date:** | April 2021 |

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company’s business.

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| **Person Specification**  **(E = Essential, D = Desirable)** |
| **Skills and Core Competencies** |
| **Experience**   * Experience of working in a Quality Assurance role (D) * Experience in working within administration (E) * Relevant previous experience working on funded provision (The National Lottery Community, ESF, ACL, SFA, DWP). (D) * Experience in using CRM systems (D) * Experience of partnership working and integration with key agencies, negotiation and liaison work with other agencies. (D) * Experience of delivering training. (D) * Experience in data collection/ analysing (D) |
| **Knowledge**   * A level of understanding in the principles and practice of Quality Assurance (E) * Knowledge of stakeholders and how to engage with partners to develop strong partnerships and to help with business growth (E) * Able to proficiently use a range if IT tools (E) * Confident in using CRM systems and running reports (E) * Knowledge and understanding of key work place policies and procedures (D) |
| **Landau’s Competencies & Skills – Officer Job Role**  **Communication skills:** Strong communication skills with ability to persuade and influence face-to-face (virtually) and through a range of media including presentations. Adapt to a wide range of communication and learning styles of participants. Ability to engage confidently and sensitively with stakeholders and partners at a range of levels of seniority  **Emotional Intelligence:** The capacity to recognize your own feelings and those of others, and to manage emotions effectively in ourselves and our relationships. Self-Awareness. Self-Management. Social Awareness. Relationship Management  **Interpersonal Skills:** High level of optimism, initiative and effective interpersonal skills in order to engage effectively with service users, clinical teams, stakeholders and employers. An understanding of Disability Capability and able to engage and support clients with mental ill health and other health conditions and disabilities. Empathy and belief in the potential of people with differing needs  **Influencing and negotiating** **skills**: Sales skills to promote process improvements to partners to secure programme outcomes. Ability to encourage, persuade and motivate at all levels.  **Completing Skills Analysis/ vocational profiles**: Experience of communicating policy & procedure/guidance document updates on a one to one and group basis. Customer focused with a strong commitment to partnership working relationships.  **Adaptable and flexible:** To be able to work across different contracts within Landau in a compliant and productive manner. Ability to cope with a variety of challenging situations in a calm and sensitive manner. Able to work flexible hours and travel through prior arrangement as the needs of the job dictate.  **Team Player:** A Strong team player with a positive and flexible approach to both work and colleagues. Will support with the training and development of new staff members and share experience, knowledge and skills with colleagues. Will support Landau to ensure contractual KIPs are achieved across the business  **Networking:** An ability to establish, nurture, and cement working relationships, coalitions, and partnerships, both inside and outside the organization.  **Commercial Awareness:** Knowledge and interest in education and employability. You have a clear understandings of how Landau works across the business. You remain up-to-date with your industry and business in general. This includes marketing trends, customer demographics, technical advances, and the successes and failures of competitors.  **Results Orientated & Achieving and exceeding KIPs**: Understanding exactly what your performance targets are, and how you will achieve these. Whilst also being ambitious enough to increase performance and to support others in doing so.  **Resilience:** An ability to perform effectively even under pressure and/or in the face of setbacks and opposition. To continue to strive towards achieving your KPIs in the face of challenges.  **Problem Solving:** You are able to stay calm under pressure, research possible causes, identify trends and choose the most relevant solution. Creative problem solving skills and a positive approach to challenging and overcoming limiting beliefs  **Self-management**: The ability to prioritize goals, decide what must be done, and be accountable to complete the necessary actions. Quality self-management is extremely important particularly as elements of your role is completed remotely.  **Organisational skills:** You achieve results by prioritising workload, effective time management, showing efficiency with resources available and monitoring progress.  **Attention to detail:** To have an excellent understanding of paperwork and compliance required of your contract. The ability to work to a defined delivery structure. Proficient in using information technology systems (Cognisoft, Microsoft, CRM etc.) Experience of keeping manual and computerised records. Understand the importance of recording data to evidence for fidelity and other contractual requirements  **Trustworthiness & Ethics:**  You are a trustworthy person and aligned with the ethics of Landau. You will build relationships with existing staff members and enhance team working efforts. |

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| **Safeguarding**   * Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)** * This post requires a Disclosure & Barring Service (DBS) disclosure at an Enhanced level. **(E)** |
| Other   * Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E) * Flexibility to travel within the region. (E) * Flexibility to working out of ‘normal office’ hours. (E) * Full and current driving licence (for rural and remote regions). (E) * Lived experience. (D) |

As well as possessing the necessary qualifications, skills, knowledge or experience, having the right mind-set and behaviours which are in line with our company values is equally important