

# Quality Administrator

Responsible to	
Salary	18,426 fixed point 4 on NJC 2019/20 scale pro rata
Hours per week	28 hours per week
Annual Leave per annum	25 days (rising to 30 days after 5 years)
Main base	HQ, Stretford Road, Manchester

## Main aims of the post

To support and organise the administration of quality processes and accreditations across the group, including H&S and ISO. To provide reports and data and quality assurance for the Clinical Service Governance Board. To undertake quality audits.

To ensure the retention of relevant data and information, ensuring compliance with reporting requirements internally and externally.

## Main duties of the post

1. To be the first point of contact for quality enquiries across the group
2. To ensure group quality information and data is kept updated and stored securely in line with data protection and confidentiality procedures
3. Support the group quality manager to organise and carry out a schedule of annual quality audits across the group, recording compliance and recommendations for improvements.
4. Maintenance of the Group Services division's quality standard documentation including but not limited to: ISO9001, ISO 14001 and CHAS
5. To collate, analyse and disseminate data for reports or other literature as necessary
6. To create effective systems for the collation and storage of data
7. To continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements
8. Carry out any other reasonable administrative duties as required
9. To provide administration and reception duties at HQ as required

## General work related expectations

1. To work within the Big Life group's values ethos and vision
2. To contribute to the development of the Big Life group
3. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
4. To commit to own personal development and attend training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision and at least an annual appraisal
7. To undertake any other duties as required, and as appropriate to the post

## Person Specification - Administrator

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment
<b>1.Experience</b>	
a. Experience of working in a busy office environment	A/I
b. Experience of effectively communicating with a range of people, from different sectors and communities	A/I
c. Experience of producing information for use in reports	A/I
d. Experience of forming effective relationships with customers, clients and external agencies	A/I
e. Experience of using databases to record information and generate reports	A
f. Experience of carrying out audits	
<b>2. Skills</b>	
a. Ability to manage different work streams at once	A/I
b. Ability to use a range of different processes and systems (electronic and paper) to ensure the business area runs smoothly and effectively	A/I
c. Ability to communicate effectively with a range of people and groups	A/I
d. Ability to effectively use IT including Word packages and databases	
<b>3.Knowledge</b>	
a. Knowledge of the barriers that service users face when accessing mainstream services	A/I
b. Knowledge of quality standards and understanding of their significance in the workplace	A/I
c. Understanding of health and safety in the workplace and H&S legislation	A/I
<b>4.Education – qualifications required for this post</b>	
<b>5. Personal</b>	
a. Positive outlook and a 'can do' attitude	A/I
b. Personal resilience and flexible attitude in the face of difficulties	A/I
c. Commitment to working towards the Big Life group's missions and values including having a non-judgemental approach	A/I
d. Commitment to personal development and willingness to regularly update skills and experience	A/I