

Role Title	Quality Assurance Officer
Job Family	Place
Competency Level	Principal Officer
Pay Range / Scale	PO1
<p>Purpose</p> <p>To drive a culture of continuous improvement in Housing Options & Support through the analysis of reasons for service failure, better understanding of customer needs and development of standards to get it right first time across the service.</p> <p>Develop a comprehensive understanding of processes, policies and procedures in order to prepare high quality and timely responses to complaints, Members enquiries, complaints (stages 1& 2) FOI and other written enquiries received in the service.</p> <p>To monitor that the service actions are in the same path with targets and advice on improvement actions.</p> <p>To deal with specialist support/advice for a defined service area, supporting the statutory reviews function, to ensure that relevant legislation, regulations and policies are complied with.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>

<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>

potential hazards or unsafe practices to line manager.	
Job Specific Accountabilities:	End Results/ Outcomes
To develop a culture of continuous improvement through understanding of the root causes of casework enquiries , complaints and work with service managers to develop improvement actions.	Reduction in repeat complaints, reduction in escalations to stage 2 and the local government ombudsman.
To interrogate various information systems, liaise with relevant teams to gather the necessary information to prepare high quality responses to all enquiries and formal complaints at all stages.	Provision of high—quality responses within target times
To collate and prepare responses to FOI and Subject Access Requests.	The Council meets ICO guidelines/ timescales.
To develop a series of templates for use in addressing the most common issues raised in complaints and enquiries	Consistency of response when dealing with similar/repeated queries
To lead the development of initiatives to address recurring themes in enquiries / complaints for example alternative rehousing options.	Reduction in demand for social housing / temporary accommodation costs
To identify lessons learned from analysing complaints and recommend specific actions and changes to avoid recurrence	Reduction in overall number of complaints
To work effectively with other teams and services to provide accurate information and guidance to customers	Effective joint working
To work with service managers to support the review of procedures, implementation and	New procedures developed and implemented, impact measured.

<p>monitoring improvements / learning from service failure.</p>	
<p>To ensure that all relevant systems are kept up to date including records of customer contact, response to complaints and enquiries in real time to reflect the performance of the service, outcome of complaints and any findings of fact requiring changes in the system.</p>	<p>Accurate information on database</p>
<p>To work with the reviews team, dealing with requisite service failures including those of statutory nature as deemed appropriate by the Reviews Manager / Quality Assurance Manager,</p>	<p>Improvement in reviews output.</p>

<p>Nature of Contacts</p> <p>Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding May involve direct contact with members of the public.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
<p>Procedural Context</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others. Decisions will be made based on Council procedures. Occasionally the post will be expected to work from other locations</p>
<p>Key Facts and Figures</p> <p>Reports to; Quality Assurance Manager Responsible for; n/a</p>

Resourcing

Budget Responsibilities:

Supervisory Responsibilities:

Knowledge, Skills and Experience

Experience of investigating complaints, service improvement and producing high quality responses and reports without close supervision.

Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers

Ability to work under pressure and to balance competing priorities in order to meet urgent deadlines

Excellent written and verbal communication skills and the ability to write clear and persuasive letters summarising a range of information and setting all the relevant points in a clear and logical context

High level of IT skills working with a data base and software applications to produce letters and reports effectively.

Ability to interpret complex information including data sets, produce briefs in plain English.

Understanding of the principles of homelessness prevention and knowledge of the full range of housing options available to temporary accommodation residents

Detailed knowledge of homelessness and allocations legislation, the Council's policies in these areas, and associated guidance and caselaw, and extensive knowledge of the broader housing environment

Ability to work constructively with other services and agencies and to negotiate successful outcomes for customers.

Awareness of the importance of confidentiality and data protection legislation.

Good understanding of all areas in housing solution, customer journey, processes and legislative context in order to effectively support managers in delivering improvements.

Ability to produce improvement plans and monitor their implementation.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.