

## Job Description

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| <b>Job Title:</b>  | Quality Assurance Assistant -CFO Activity Hubs |
| <b>Reports to:</b> | Quality Manager                                |
| <b>Salary:</b>     | £24,000  |
| <b>Location:</b>   | VARIOUS  |

### Purpose

- To work within the CFO Activity hubs, ensuring Shaw Trusts Quality Management System is robust and is continually strengthened
- To support the Quality Manager in monitoring claims, compliance and data integrity activity across CFO and relevant subcontractors
- To ensure Shaw Trust and subcontractor compliance with all HMPPS and ESF standards including evidence requirements
- To monitor all direct and subcontracted delivery evidence as directed by your line manager to ensure services are consistent and of a high standard across all supported activity
- To administrate CATS and quality awareness training for new staff and subcontractors

### Main Duties and responsibilities

- Support the maintenance of the HMPPS Quality Management System processes, guidance and documentation to incorporate changing requirements, good practice, and lessons learned.
- Report to the Quality Manager on the outcome of all quality and data integrity activity.
- Maintain contract Evidence Guidance and effective communication of this to all staff to ensure it is fully adhered to.
- Organise and administrate ongoing quality awareness and CATS training for staff; internally or within supply chain partners.
- Understand and adhere to all responsibilities to ensure that the quality requirements of Shaw Trusts Quality Assurance Framework, funding body, Investors in People, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.
- Regularly review Support Workers use of CATS to ensure full and accurate records.
- Undertake daily exception reports and Data Integrity Checks on CATS to identify where standards are not being met and reporting to the Quality Manager on any remedial action required.
- Undertake 100% audit of Achievements prior to claim submission and ensure only compliant claims are submitted.
- Support final validation of transfers on CATS prior to releasing case.

- Support audit activity including full case audits and verification of outcome documentation against CATS scan
- Collate audit information, generating and distributing regular accurate reports, so that management are informed.
- Work with the Head of Operational Development to implement and achieve Continuous Improvement Plans to continually raise standards and performance.
- Monitor central complaints/feedback log and undertaking trend analysis to inform Continuous Improvement Plans.
- Support annual self-assessment and external evaluation activity.
- Facilitate participant and stakeholder surveys, analysing the results and taking forward improvement activity as directed.
- Maintain a positive, progressive and supportive relationship with the contract Quality Assurance Team, Shaw Trusts wider Operational Support Service and Finance Teams, and subcontractor quality leads.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

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| <p><b>Person Specification</b><br/> <b>Job Title:</b><br/> (E=Essential D=Desirable)</p>  |
| <p><b>SKILLS AND CORE COMPETENCIES</b></p>  |
| <p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• ICT proficiency including all major Microsoft applications (E)</li> <li>• Knowledge of ISO9001 or other similar quality management systems (D)</li> </ul>   |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of auditing and monitoring, with a commitment to continuous improvement (D)</li> <li>• Experience with data entry, accuracy and attention to detail. (E)</li> <li>• Experience of assessing documents/evidence for compliance against requirements (e)</li> <li>• Experience of communicating development needs and requirements diplomatically, clearly and accurately (E)</li> </ul>   |
| <p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to work with accuracy within deadlines (<b>E</b>)</li> <li>• Strong communication skills across a broad range of resource types, skills and backgrounds (E)</li> <li>• Proactive and solution focused (E)</li> <li>• Excellent organisational skills and time management. (E)</li> <li>• Ability to work independently, providing remote support to staff from our centres. (E)</li> <li>• Excellent interpersonal, communication skills. (E)</li> <li>• A motivational, flexible and problem solving approach. (E)</li> </ul> |
| <p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Exceptional team player with the ability to work on own initiative. (E)</li> <li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results (E)</li> </ul>  |

**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 and Barring Service Check at a Basic level (E)

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Be willing and able to travel around the CFO regions to support quality improvement