Job Description

Job Title:	**Quality Processes and Systems Officer**
Reports to:	**Quality and Continuous Improvement Manager**
Salary:	**£23,000.00 - £28,000.00 per annum**
Location:	**Homebased with UK Wide Travel**

Purpose

To work as part of the Operational Support Service and collaborate with operational areas in regard to maintaining ISO9001:2015, Matrix, Merlin and other accreditations and standards, along with championing a continuous improvement mindset.
This role will work across all of Shaw Trust services. The focus of the role is to support the development and maintenance of processes, procedures relating to the Quality Management System (QMS) to ensure they are compliant with associated standards. These standards are utilised by Shaw Trust to evidence robust systems to ensure contractual obligations, and which meet and exceed quality compliance expectations and commitment to continuous improvement in line with the Shaw Trust Strategic Directive Vision 2030.

Main Duties and Responsibilities

1. Manage and maintain current working procedures using Microsoft Visio, producing new procedures as required for the needs of the Operational Support Service and operational services areas of Shaw Trust, including employability, learning and skills, children's services, justice and community.
2. Manage and maintain Shaw Trust document controls, accurately record updates to existing current processes and procedures and associated documentation; including tracking and monitoring the development of new processes and documentation as required and fully meeting the standard of ISO9001:2015.
3. Monitor and develop procedures and all associated documentation to meet business needs and support any new contract delivery, audit activity or contract review as required to ISO9001 standard.
4. Manage and maintain all processes and procedures and associated documentation review and revision to support consistent delivery within Shaw Trust to improve working practices and efficiency to ISO9001 standard.
5. Provide administrative support to Operational Support Service (OSS) teams with respect to systems and reporting needs.
6. Support the OSS team with project management tasks when required.
7. To standardise documentation used to ensure one set of centrally controlled records is provided to Shaw Trust and its supply chain (where applicable).

8. Undertake all general administration and other support activities to achieve OSS project and contract objectives.
9. Produce high quality standardised documentation, reports, and presentations for both internal and external use as and when required.
10. Assist with the compilation of management information reports, data extraction queries and reconciliations of data as and when required.
11. Assist with disseminating information briefings across the team as and when required.
12. Additional administration duties as and when required.

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 environmentin 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.

Person Specification

Job Title: Quality Processes and Systems Officer

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Level 3 Business Administration qualification, or above/equivalent. (E)
- Strong knowledge of databases and general administrative procedures. (E)
- Excellent IT skills that include Microsoft Word, Excel, Visio, Project, PowerPoint, Teams and Outlook. (E)
- ISO9001 implementation/audit accredited training (D)
- Audit qualification or working practice experience (D)

Experience

- Experience of administration, record keeping and process development within ISO 9001standards practice. (E)
- Demonstrable knowledge of quality assurance and continuous improvement approaches. (E)
- Experience/knowledge of operational delivery and quality management within the education and training, employability and third sector services sectors. (D)
- Experience and understanding of Matrix, Merlin, and Investors in People standards. (D)

Skills and Attributes

- Ability to work flexibly to cope with the varying demands of the role and achieve desired results. (E)
- Ability to summarise and translate detailed, technical policy and literature into easy-to-understand and simple guidance documents. (E)
- Ability to meet tight deadlines, prioritise work and work under pressure. (E)
- Customer focused with excellent communication and interpersonal skills. (E)
- Excellent organisational skills. (E)
- Excellent attention to detail & accuracy. (E)
- Knowledge of continuous improvement practices. (E)
- Demonstrable success in engaging staff and customers in service improvement activities. (E)
- Ability to maintain a motivational, flexible and problem-solving approach. (E)
- Excellent communication skills at all levels, verbal and written. (E)
- Self-management – manage workload effectively.
- Relationship management – develop and maintain productive relationships with your teams, management, clients, partners, subcontractors, and all key stakeholders.
- Customer focused – committed to understanding client aspirations, supporting their needs.
- Skilled in analysing and reporting on data. (E)

Personal qualities, communicating and relating to others • Positive attitude to equality within employment. (E) • Flexible, adaptable and innovative. (E) • Excellent interpersonal and communication skills demonstrating the ability to convey complex messages clearly. (E)
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)