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**Job Description**

**Job Title: Quality Assurance Officer**

**Salary Grade:** 6

**SCP:** 28-31

**Job Family:** OS

**Job Profile:** OS3

**Directorate: Children’s Services**

**Job Ref No:**

**Work Environment:** Civic Centre

**Reports to: Quality Assurance and Performance Manager**

**Number of Reports: TBA**

1. **Purpose**

To support the Quality Assurance and Performance Manager to develop and implement integrated quality management systems.

1. **Key Responsibilities**
2. To support the Quality Assurance and Performance Manager to develop and implement quality assurance processes throughout the organisation.
3. Arrange and perform internal audits, and work with management to implement corrective actions.
4. To monitor compliance to all applicable standards, regulations and internal procedures through the development of quality management processes.
5. Work with services to promote continuous improvement and ensure compliance with quality policies across the business.
6. Prepare quality documentation by collecting, analysing and summarising information and trends including audit findings, non-conformances, customer complaints, corrective and preventive actions.
7. To assist with the production of quality reports on all activities involved in delivering the Quality Assurance Framework for Children’s Services.
8. Provide training relating to the quality management systems
9. To help co-ordinate the arrangements for external inspections and monitoring of post- inspection action plans.
10. To assist the Quality Assurance and Performance Manager with Equality and Diversity arrangements within the service.
11. The above list is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post, as directed by the Quality Assurance and Performance Manager.

**C. Additional Information/Other Requirements**

1. Other duties and responsibilities allocated which are appropriate to the grade of this post.
2. The post will be based within Together for Children’s Performance and Quality Directorate.
3. The post holder will be required on occasion to travel within the City as required to undertake the role.
4. The post will report to the Quality Assurance and Performance Manager.

**D. Statutory Requirements**

**In line with the Council’s Statutory Requirements, all employees of the Council should:**

Comply with the principles and requirements of the Data Protection Act 1998 in relation to the management of Council records and information, and respect the privacy of personal information held by the Council; Comply with the principles and requirements of the Freedom in Information Act 2000; Comply with the Council's information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.