**Person Specification**

**Job Title: Quality Assurance Officer**

**Service: Children’s Services**

**Role Profile reference:**

**Essential Requirements**

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| **Communicating (verbal)** - Able to share information, obtain information and have dialogue with others either in person or over the telephone. | **Interview** |
| **Communicating (written)** - Able to share information and obtain information from others through written communication. | **Application form**  |
| Knowledge and Experience* Knowledge and experience of implementing quality assurance processes
* Experience of monitoring compliance (e.g. with standards, procedures or regulations etc.)
* Experience of working with management to implement improvement or corrective actions
* Knowledge of inspections frameworks for Children’s Services
* Experience of collecting, analysing and summarising data
* Experience of delivering training
 | **Application form /Interview** |
| Skills* Data analysis
* Spreadsheet skills
* Communication
* Report writing
 | **Application form/ Interview/Test** |
| Ability to meet the travel requirements of the post | **Interview** |
| The ability to work outside of normal working hours to meet the needs of the service. | **Application form/Interview**  |
| PC Skills - Able to effectively use a PC to prepare documents, record information and to input and analyse data. | **Application form/Interview** |
| Decision making – A willingness to take action and to make decisions in line with support plans, policies and procedures. | **Application form/Interview** |
| Commitment to Equal opportunities  | **Interview** |

**Extra Essential Requirements**

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| **Evaluative –** an ability to critically evaluate information looking for flaws and limitations | **Application form /Interview** |
| **Conscientious –** an ability to see tasks through and complete them within set guidelines | **Application form/Interview** |
| **Vigour** – Works at a fast pace, copes well with higher levels of workload. | **Application form /Interview** |
| **Listening** - Listens to others to assess requirements in order to respond appropriately and efficiently. | **Application form /Interview** |
| **Innovation -** The ability to generate creative solutions and develop ideas | **Application form /Interview** |