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 | **POST TITLE:** | Quality Improvement Officer |
| 1. **2.**
 | **POST NUMBER:**  | BD 7 |
| 1. **3.**
 | **GRADE:**  | Grade 7Job Evaluation Ref No: N9296 |
|  | **LOCATION:** | Your normal place of work is Meadowfield Depot. However you may be required to work at any council workplace within County Durham County Council |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Subject to DBS Enhanceddisclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

**Responsible to:** The post holder is responsible to the Business Development Officer and will work in conjunction with all Durham County Council staff. In particular good working relationships must be established and maintained with operational managers and all staff and the Building and Facilities Maintenance (B&FM).

**Work alongside:** Work with and across all Council service groupings.

**Responsible for:** The supervision of the Business Development Assistant.

**Responsive to:** The Business Development Officer, the

needs of the Service and the needs of the customer.

1. **DESCRIPTION OF ROLE:**

The post holder will assist the Business Development Officer on selected projects to deliver time, cost, quality, beneficial results that improve B&FM’s business and financial processes. The post holder will have specific duties and responsibilities with regards to the Quality Monitoring System (QMS), monitoring and auditing of systems and procedures throughout B&FM.

The post holder will act as the responsible person for maintaining the QMS and ensuring that the relevant accreditation is maintained.

The post holder will also assist in contract management duties, developing and maintaining customer and contractor relations, develop new business opportunities and tender submissions, carrying out performance reporting and management activities.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* 1. The post holder will be responsible to the Business Development Officer and will be responsible for the management of any assigned staff.
	2. To provide leadership and guidance to assigned staff, customers and operational manager monitoring their progress / activities effectively with regards to the processes and procedures. In particular the services provided are effectively managed and to the required standard.
	3. Manage personnel related issues to foster good industrial relations – for example but not exclusively disciplinary matters, complaints, appraisals, sickness monitoring training needs and holiday allocation.
	4. To ensure the performance targets set for the business development team are achieved and provide information as required to monitor KPI’s.
	5. Promote and develop good working practices and procedures and improve the awareness of staff with regards to the achievement of excellent Health and Safety, QMS, compliance and performance targets
	6. Assist the Business Development Manager to develop strategies for improved project and service delivery.
	7. Ensure all working practices and systems throughout B&FM comply with the QMS.
	8. Assist to ensure that the organisation continues to be a value for money provider of construction and repairs and maintenance services and strives for excellent customer service.
	9. To promote the services offered by Direct Services to both existing and potential clients as the opportunity arises.
	10. The post holder is responsible for integrating the working practices of the organisation as a whole by invoking a positive teamwork approach.
	11. To ensure self-compliance and the compliance of all allocated staff with the policies and procedures of Durham County Council.
	12. To monitor the performance of B&FM to ensure that the individual service areas offer efficient, effective and value for money outputs.
	13. The post holder will act as the responsible person for maintaining the QMS and ensuring the relevant accreditation is maintained.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification: Quality Improvement Officer Grade 7**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Educated to NVQ level 3 or equivalent in a relevant subject
 | * Evidence of continuous professional development
* Educated to NVQ level 4
* Accreditation in QMS
 | * Application form
* Selection Process
* Pre-employment checks
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| **Experience** | * Evidence of working in a customer focussed role, ideally in a building, construction and / or maintenance environment
* Involvement in preparation of tenders and contracts
* Customer relationship management
* Working in a busy office environment and to timescales
 | * Partnership working
* Experience of working with elected members and the press / media
* Experience in the use Microsoft Office and Oracle
 | * Application form
* Selection Process
* Pre-employment checks
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| **Skills/Knowledge** | * Commercial awareness
* Knowledge of building processes
* Understanding of the role of performance management in service delivery
* A knowledge of current forms of contract including partnering based contracts
* Successful problem solving
* Ability to consult and negotiate with customers and end users
* Ability to present information verbally and in writing to a variety of audiences
* Negotiation skills
 | * Competent IT skills
* Knowledge of Durham County Council policies and procedures
* Understanding of Quality Systems e.g. ISO 9001
 | * Application form
* Selection Process
* Pre-employment checks
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| **Personal Qualities** | * Driven and self-motivated
* Team player
* Good communicator
* Ability to motivate and support staff
* Able to work flexibly to ensure deadlines are met
 |  | * Application form
* Selection Process
* Pre-employment checks
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| **Special Requirements** | * Current driving licence and appropriate mode of transport or means of mobility support
 | * Political awareness
 | * Selection Process
* Pre-employment checks
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