



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Partners in Practice Co-ordinator

GRADE: Band 5

RESPONSIBLE TO: Quality Assurance and Improvement Lead

RESPONSIBLE FOR:

Overall Objectives of the Post:

Our Administrator is a key role in our busy Quality Assurance team, coordinating the work of the team and providing a range of administrative support. The post holder will also be working on a number of improvement projects which will be delivered as part of South Tyneside's Partners in Practice (PiP) programme. Our Administrator is a key point of contact for the Quality Assurance team, providing a robust, accurate and highly organised administrative service. Building good relationships is a key to this role as we work with a wide of colleagues both within and outside the Council.

Key Tasks of the Post:

1. Active and positive communication with stakeholders in the Council and with our local partners to obtain and maintain information, and organise meetings and engagement.
2. Creating team planners; timetabling, planning and follow up of meetings including minutes and action planning, making sure that routine QA activity runs smoothly and to timescale.
3. A key role in the teams communication strategy to ensure that key colleagues, partners and young people are engaged with project goals through maintaining accurate contact details. Support engagement activity and feedback reporting for key stakeholders.
4. Responsibility for data input, and management of the team's monitoring and evaluation systems through the collection, collation and management of information and response from operational colleagues.
5. Drafting aspects of reports to enable the team to analyse information and provide senior and leadership teams with insight.
6. Define and draft simple processes, instructions, forms and records in an accessible way which can be rolled out by colleagues across the Service.
7. Working closely with Management, performance and improvement colleagues to gather information which provides a record of different quality aspects and a range of activity.
8. To maintain information, documents and records in an accessible form, working closely with colleagues to ensure records are up-to-date and fit for purpose ahead of all key Senior Management, Committee and Inspection dates.

Inspection Support

9. To play a key role during Inspection which will involve close liaison with colleagues within the Council and partner agencies, timetabling, drafting briefings and responses.
10. To ensure that records, analysis and reporting is stored in an accessible way to enable access to resource at pace during Inspection and share with colleagues.

11. To draft work process and instruction for deployment during Inspection.

General

1. To carry out all the duties of the job in accordance with the local authority's policies and procedures.
2. To undertake such other duties as are within the scope of the job purpose, the title of the job and its grading.
3. To undertake, at the direction of the QA Lead, responsibility for the oversight and delivery of key management systems in order to ensure that standards and priorities are achieved.
4. To take part in and prepare for supervision and appraisal with the Quality Assurance Lead.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to help, where appropriate and necessary, with the training and development of fellow colleagues.

All employees have a responsibility of care for their own and others health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: CDM/CL

Date: 30.01.19