

**JOB DESCRIPTION: SERVICE MANAGER, QUALITY ASSURANCE**

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|  | **Post:** | Service Manager, Quality Assurance (Fixed-term for 18 months) |
|  | **Hours:** | 22.5 per week (over three days to be agreed with Director of Business) |
|  | **Salary:** | Starting at £23,341.50 (annual increments subject to successful appraisals)  |
|  | **Place of Work:** | Office-based (Bolton, Greater Manchester) |
|  | **Reports to:** | Director of Business |
|  | **Direct reports:** | None |

**Our Vision:**

BACKUP North West believe no young person should experience homelessness. For the young people that do, BACKUP aims to be an outstanding provider of high quality, holistic housing and support services.

**Overall purpose:**

The Service Manager, Quality Assurance is responsible for:

* Helping to ensure the charity’s accommodation and support services provide high quality, focussed interventions that provide positive move on for young people.
* Producing accurate and high quality information regarding the use of and need for, the charity’s service.
* Helping the charity to meet the expectations, standards and requirements of key stakeholders.
* Helping the charity to deliver contracted and commissioned outcomes.
* Helping the charity to meet legal, compliance and regulatory expectations.

**Role context**

The role of Service Manager, Quality Assurance is new to BACKUP and is designed to:

* Ensure the organisation achieves high standards of quality as a service provider, charity and employer.
* Support the charity in meeting the standards as required by Commissioners, funders, Charity Commission, Ofsted, Investors in People, etc.
* Help the charity provide high quality, practical and usable data.
* Help the charity identify its impact on the young people it supports and its social value to the communities in which it operates.

*We require a clear, strategic thinker, who is organised, self-sufficient, great at report-writing, committed to the provision of high quality housing related support, passionate about providing the best quality support to young people, who wants to be a cliché and “make a difference”.*

**Works with:**

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| *Externally:* | Ofsted, Local Authorities, Investors in People, Commissioning Teams, regulatory and legal bodies, trade bodies (e.g. Homeless Link, National Association of Supported Accommodation Partners, etc.), landlords, police and voluntary agencies and external stakeholders. |
| *Internally:* | Trustees, Senior Leadership Team, Service Managers, all BACKUP schemes, teams and colleagues, young people supported by or wanting to be supported by the charity. |

**Our Values: Cheerrs !**

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| * *Commitment*
 | * *Honesty*
 | * *Empathy*
 | * *Empowerment*
 |
| * *Respect*
 | * *Resilience*
 | * *Support*
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**Key Responsibilities:**

**Improve the quality of service delivery.**

* Lead on the evidence gathering for all Ofsted requirements.
* Audit and review the services and quality of service offered to young people, across all provision.
* Be responsible for writing audit reports and generating remedial actions.
* Assess and recommend service improvements as necessary, to ensure that the charity’s aims and objectives are met.
* Support Service Managers to prepare and/or respond to external inspections and contract monitoring requirements, advising on quality related compliance issues and associated actions.
* Support services, schemes and teams with improvement plans using innovative solutions.
* Monitor policy, legislative and other developments relevant to the regulation of supported accommodation.
* Report on the effectiveness of the charity’s schemes and services.

**Ensure compliance with the expectations of commissioners, regulators, stakeholders and the law.**

* Conduct and respond to surveys, questionnaires and requests for information.
* Compile information in relation to annual, scheme and other reports as requested.
* Produce statistics, trends and analysis on referrals to, and impact of, all services.
* Support regulatory, outcomes and contract monitoring e.g. Ofsted, commissioner, funder, legal and other stakeholder returns.
* Provide accurate month, quarter and year end statistics as required.
* Support the Director of Business to manage and monitor procedures related to compliance and regulatory issues.

**Maintain information systems.**

* Develop and maintain records and monitor procedures and processes designed to allow accurate reporting to stakeholders, in particular Ofsted and the local authority.
* Adhere to confidentiality and requirements around GDPR at all times.

**Provide information, statistics and research into the need for and use of the charity’s services.**

* Develop and maintain systems that will allow for the preparation and submission of reports to communicate outcomes of quality activities for funders, commissioners, regulators and partners.
* Provide thematic reports to senior management to support benchmarking and driving change within the charity to ensure best practice is embedded and met.
* Submit timely reports and maintain accurate, up to date records of the charity’s work and quality of service delivery.
* Develop effective and professional working relationships internally and externally promoting a positive image of individual schemes, services, teams and of BACKUP as a whole.

**Decision Making.**

* Carry out duties and make decisions in line with the charity’s policies and procedures.
* Make suggestions and recommendations for change and improvement to influence wider decision making via appropriate channels.

**Work collaboratively.**

* Cooperate within own team and across teams.
* Champion teamwork and cross-team service delivery.
* Champion diversity.
* Proactively work to develop external partnerships and support.

**Efficiency and effectiveness**

* Ask “*Why do we do this ?*” about tasks and processes.
* Positively challenge processes and ways of working
* Strong focus on delivering the charity’s Vision.
* Comply with policy and procedure.
* Make progress on several issues simultaneously.
* Take personal responsibility for improving knowledge, practice and understanding around the job role.

**Be flexible**

* Provide training, support, mentoring and assistance to colleagues as necessary.
* Participate in team meetings, new initiatives and future changes to improve service delivery and identify own training needs with Line Manager.
* Provide cover for colleagues as required.
* Other duties broadly consistent with the job description and level of the post.

**Policies & Legislation**

* Adhere to all BACKUP systems, policies and procedures.
* Take personal responsibility for the Health, Safety & Welfare of the working environment, escalating issues to responsible person were necessary.
* Actively follow Health & safety Policy, procedures and safe systems of work.
* Comply with Equality, Inclusion and Diversity policies and regulation.
* Reporting any issues linked to safeguarding vulnerable adults and/or children.
* Uphold safe and efficient working policies and practices, undertake supervision and appraisal.
* Attend training, seminars, conferences and peer support groups that will increase learning and improve practice.

**Person Specification**

**The following requirements will be assessed by what has been written on the Application Form (only those meeting all of the Essential Requirements will be invited to interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Education / Qualifications** | **Essential ?** | **Desirable ?** |
| Degree or equivalent relevant qualification | A |  | √ |
| Minimum of 2 GCSE qualifications A –C (9 – 4) in Maths and English, or equivalent | A | √ |  |
| Enhanced DBS check | ***An Enhanced DBS Check is needed for this role - this will be carried out by BACKUP before appointment***. |
| **Knowledge / Work Experience / Skills** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Minimum of 2 years’ experience of working within Quality Assurance linked to charity, Ofsted, supported housing or other relevant sector. | A | √ |  |
| Broad knowledge and understanding of housing related support sector and a thorough understanding of the statutory and regulatory environment relating to housing organisations, particularly focused on supported housing for children (16 and 17 year olds) young people (18 – 25). | A |  | √ |
| Knowledge of inspection or regulatory processes. |  | √ |  |
| Knowledge of equality, diversity and inclusive practice. | A | √ |  |
| Project management | A |  | √ |
| An understanding of the link between compliance, quality assurance, research and service delivery. | A & I | √ |  |
| Proficient in the use of business intelligence tools and platforms to collate, analyse and share data. | A |  | √ |
| **Knowledge / Work Experience / Skills contd.** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Proficient in the use of: |  |  |  |
| * Outlook
 | A & T | √ |  |
| * Word
 | A & T | √ |  |
| * Excel
 | A & T | √ |  |
| * PowerPoint
 | A & T | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to work under pressure and to tight deadlines. | A | √ |  |
| Able to plan and deliver projects within a set timeframe and with clear outputs/outcomes. |  |  |  |
| React well to changes; able to respond quickly and resourcefully | A | √ |  |
| Highly self-motivated and proactive with the ability to work on own initiative and to established deadlines. | A | √ |  |
| Excellent written and verbal communication skills | A | √ |  |
| Willing to fully participate and engage with supervision, one-to-one and appraisal meetings. |  |  |  |
| Willing to attend and fully participate in training and attend meetings outside normal working hours as required. | A | √ |  |

**Person Specification**

**The following requirements will be assessed at interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Knowledge of health & safety issues at work. | I | √ |  |
| Knowledge of issues surrounding equity, diversity and inclusion in service delivery. |  | √ |  |
| Knowledge of the support needs found in young, single homeless people experiencing or threatened with homelessness. |  |  | √ |
| Experience of developing and/or maintaining effective reporting systems and administrative processes. | I | √ |  |
| Effective team player. | I | √ |  |
| Ability to work on own initiative. | I | √ |  |
| Understanding of key regulatory issues and concerns facing providers of housing with care and support. | I | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| High levels of integrity, can do attitude & practical approach. | I | √ |  |
| Motivated towards excellence and high quality service delivery. |  | √ |  |
| Able to prioritise. |  | √ |  |
| Keen to develop and generate ideas to solve immediate and long-term problems. |  | √ |  |

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| **Personal Skills / Attributes contd.** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Strong concern with, and focus on, accuracy and attention to detail. | I | √ |  |
| Enthusiastic, caring & non- judgemental approach. | I | √ |  |
| Personable, sociable and able to work with a wide range of people. | I | √ |  |
| Commitment to the charity ethos and its values. | I | √ |  |

**Person Specification**

**The following requirements will be assessed by practical tests on the day of the interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Proficient in the use of PowerPoint | T | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to present ideas and findings logically, coherently and engage the listener. | I & T | √ |  |

Review

The details contained in this Job Description reflect the content of the job at the time it was prepared. However, it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Senior Managers and the Trustee Board will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

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| Name: |  | Signed: |  | Date: |  |