

Network support

Quality Assessment Manager

The job, in a nutshell

To oversee and co-ordinate the quality assessment processes that are part of the Age UK Network Quality Assurance Framework and enable Age UK and its Network Partners to demonstrate that they are quality organisations that deliver quality services.

www.ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Our values

Collaborative
Ambitious
Impactful
Inclusive

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What you'll do for us:

- Oversee and co-ordinate our quality assessment processes.
- Help us evolve and improve our standards and assessment processes through ongoing review of their effectiveness.
- Support the implementation of the standards and their associated compliance processes, including appropriate liaison with Network Partners that disagree with their assessment findings.
- Help us promote and raise the profile of our standards externally and across Age UK, including building passporting opportunities with providers of other external standards.
- Oversee the work of the assessment team and manage our 'as and when' assessors.
- Support the development of guidance materials to help our Network Partners understand the assessment requirements.
- Share learning from the assessment processes to help us prioritise and develop our support to the Network.
- Plan and manage budgets for assessment programme delivery.

Location
Homebased

People management
Yes

Division
Network support

We're an **Age-friendly Employer**

disability confident

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Must haves

The letters after each competency indicates at what stage in the selection process this area will be assessed.
Application = A, Interview = I, Test = T, Presentation = P

Experience

- Good knowledge and experience of using quality assessment methods, evaluation and improvement techniques. **(A, I, P)**
- Proven ability to line manage and work as part of a flexible team including remote staff. **(A,I)**
- Experience of reviewing processes to ensure simplicity and effectiveness. **(A,I)**

Skills and knowledge

- Understanding of approaches to organisational & service quality assessment and improvement **(A,I)**
- Excellent co-ordination and organisation skills, with the ability to prioritise a range of tasks and manage the complexity of multiple assessment processes. **(A,I)**
- Ability to analyse data to identify key learning and make recommendations.**(A,I,P)**
- Strong influencing skills, with the ability to build and maintain relationships with a range of internal and external partners. **(I, P)**
- Excellent oral and written communication skills. **(I,P)**
- Ability to work flexibly and autonomously to balance multiple projects and meet challenging deadlines. **(I)**
- Good IT skills including an ability to use Microsoft Office effectively in preparing reports, presentations and in managing email communication. Also confident in using CRM systems and training others in their use. **(I,P)**

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Great to haves

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Experience

- Experience of providing, managing and assessing information and advice SERVICES and quality standards **(A,I)**
- Experience of working with / delivering services to older people. **(A)**

Skills and knowledge

- Understanding of the issues affecting older people. **(A,I)**
- Understanding of best practice in information & advice services **(I, P)**
- Understanding of service standards and improvement **(I, P)**
- Understanding of organisational quality standards **(I, P)**
- Clear understanding of the principles of confidentiality and data protection. **(A, I)**
- Knowledge and understanding of the equality and diversity issues affecting the delivery services to older people. **(I)**

Any other details

- You'll need to be able to travel for meetings at the London Office which may involve overnight stays.
- You'll need access to confidential workspace and to be able to work online.

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role.

In addition to the contents of this role description, employees are

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Let's change how we age

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expected to undertake any and all other reasonable and related tasks allocated by line management.

Age UK acknowledges that some groups are less likely to apply for roles and we welcome applications from anyone who feels they have the skills, time and energy to commit to us.

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