

Quality Officer Job Description					
<b>Department:</b>	Quality		<b>Reports to:</b>	Quality Manager	
<b>Hours per week:</b>	38 hours	<b>Type of contract:</b>	Permanent	<b>Salary:</b>	£30K
<b>Why</b>	<p><b>Main Purpose of the Job:</b></p> <ul style="list-style-type: none"> <li>To assist in the implementation and monitoring of Outward’s quality management systems by carrying out internal audits, supporting operational teams, and ensuring that services meet the highest standards of quality, safety, and regulatory compliance. This role will contribute to continual improvement initiatives, data collection, and the maintenance of policies and procedures.</li> </ul>				
<b>What</b>	<p><b>Key Accountabilities:</b></p> <ul style="list-style-type: none"> <li>Assist in carrying out routine internal audits and spot checks to ensure compliance with Outward’s quality assurance framework and external regulatory standards (CQC, Housing Ombudsman, ICO, HSE, etc.).</li> <li>Assist in collecting and analysing data related to Key Performance Indicators (KPIs), safeguarding, complaints, and other quality metrics to inform continuous improvement strategies.</li> <li>Support the complaints process by ensuring concerns are logged, tracked, and addressed in line with organisational and regulatory procedures, and ensure learning outcomes from complaints are incorporated into future service improvements.</li> <li>Work closely with the Quality Manager to ensure that health and safety protocols, as well as data protection requirements, are followed and regularly reviewed to maintain up-to-date compliance across the organisation.</li> <li>Assist in ensuring all policies and procedures are current, accessible via the organisation’s internal management system, aligned with best practices, and effectively communicated to relevant teams.</li> <li>Help develop and implement action plans aimed at service improvement based on audit findings and stakeholder feedback, ensuring timely execution and monitoring of the action plans.</li> <li>Assist in conducting surveys and gathering feedback from the people we support and their families, contributing to the organisation’s service review process, and using feedback data to inform quality improvement initiatives.</li> <li>Work closely with the Quality Manager to produce accurate and relevant data and analysis reports from databases and care and support systems for the Health &amp; Safety committee, executive team, and the Board.</li> <li>Assist in gathering and analysing data for the completion of KPI reports, annual reports, and ad hoc reports, ensuring the data is presented in a clear and actionable format for senior management and external bodies.</li> <li>Assist in the delivery of training workshops for managers and frontline staff regarding processes and management systems created and/or monitored by the quality team, such as complaints procedure, incident reporting, service performance workbooks, and rotas, ensuring training materials are up-to-date and tailored to meet team needs.</li> <li>This job description does not reflect an exhaustive list of the requirements of the post. You are expected to undertake any other reasonable duties as decided by your line manager.</li> </ul> <p><b>This job description is supported by behavioural competencies that set out the requirement of the role in more detail.</b></p>				
<b>Context</b>	<p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>Main Office based in Tottenham Hale, London but with hybrid home/office working expected. Occasional visits to services based across North and east London will be required.</li> </ul>				

	<b>Scope:</b> <ul style="list-style-type: none"> <li>External contacts: People we support, family members and stakeholders</li> <li>Internal contacts: Working with staff at all levels</li> <li>To work in partnership with other central teams to ensure consistency.</li> </ul>		
<b>Person Specification</b>	<b>Requirements</b>	<b>Essential/Desirable</b>	<b>Assessed by Application / Test / Interview</b>
	Good level of English language, literacy and numeracy skills.	E	A/T/I
	Good level of Microsoft Office based IT Skills – in particular Excel	E	A/T/I
	Previous administrative experience	E	A/T/I
	To be able to set own work agenda and make sure all tasks are completed.	E	A/T/I
	Excellent Attention to detail.	E	A/T/I
	<b>Skills</b>		
	Team work - working consistently, to agreed goals.	E	A/I
	A methodical approach to each task.	E	A/I
	Working on own initiative and without direct supervision.	E	A/I
Exceptional customer service skills	E	A/I	

<b>Our values</b>	
<b>Engaging</b> <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
<b>Enabling</b> <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence
<b>Empowering</b> <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect
<b>Safeguarding Statement</b>	
Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.	
<b>Diversity at Outward</b>	
Outward applies its Equal Opportunities Policy at all stages of recruitment and selection. Shortlisting, interviewing and selection is carried out without regard to gender, sexual orientation, marital status, colour, race, nationality, ethnic or national origins, religion or belief, age or trade union membership.	

**This job description is an accurate reflection of the responsibilities of the post at the time of writing but may be subject to change from time to time to meet the changing requirements of the Company**