



Job Description

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

Section 1 - Job Details

Job title	Quality Manager (EIG)
Directorate area	Engagement and Income Generation (EIG)
Department/Team (if applicable)	
Reports to	Executive Director of Engagement and Income Generation
Direct reports	None
Job Location	Office-based in London with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

(Normally no more than 2 or 3 sentences explaining the relevance and purpose of the role)

To support the EIG Directorate to operate at consistently high standards consistent with the MS Society by leading on all areas of policy, compliance, Continuous Improvement and other cross-directorate initiatives

Section 3 - Key Responsibilities/Accountabilities

(Normally between 4 and 10)

	Responsibility/ Activity
1	Develop and oversee EIG policy and compliance to ensure it is consistent with the organisational framework, including policy development, reviews, reporting, documentation, audit and training
2	As EIG Policy Lead, work with the MS Society Governance function and support relevant EIG Policy Owners to ensure all EIG policies are reviewed, clear, concise and documented
3	As EIG Compliance Lead, work with Director of Governance and support EIG Policy Owners to ensure all policy and regulatory areas are compliant with adequate assurance
4	Develop and oversee annual plans for EIG policy and compliance development, reviews, reporting, audits and training
5	As EIG CI Lead, work with MS Society CI function, to champion, develop, and implement CI activities within EIG, and in line with MS Society CI organisational framework, including principles, standards, methodology, and documentation
6	Provide support for various other ad-hoc EIG activities and initiatives that support quality improvement

Section 4 – Dimension of the role

Resources	Responsible for influencing significant resources including staff time and training, but no formal budget or line management responsibility
Staff/Volunteers	Responsible for working closely with multiple internal and external stakeholders but no formal line management responsibilities
Budget	Responsible for tracking relevant costs across multiple team and function budgets but no specific budget responsibility
Key relationships	Executive Director of EIG All EIG Directors and Heads Director of Governance Organisational CI Lead
Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society

Section 5 – Key deliverables

	Measures of success
1	All EIG policies clear, concise, documented and reviewed on time
2	All EIG policy and regulatory areas are compliant with adequate assurance
3	All EIG annual plans for policy and compliance development, reviews, reporting, audits and training are completed
4	All CI annual plans for EIG activities are complete
5	All other ad-hoc EIG activities and initiatives that support quality improvement are complete

Section 6 - Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	1		X		X
Open to change and innovation	3	X		X	
Sound decisions	3		X	X	
Collaborative working	3				X
Effective communication	3			X	X
Outcome focussed	2	X			X
Inclusivity	2				X
Accountability	2	X	X	X	X
Tech savvy	2	X		X	

Level	
5	Strategic – Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/ Recognised authority – Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. Has responsibility for managing significant resource (people, budget etc) associated with the function/activity.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.

2	<p>Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process.</p> <p>Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.</p>
1	<p>Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility.</p> <p>Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.</p>

Section 7 - Learning & Development requirements

(List L&D requirements for role)

Foundation (mandatory)	
Additional internal learning/ courses required for role	
Other professional training/qualification required	

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.

There should be no more than 7 shortlisting criteria.

Requirement	Essential	Desirable	Tested*
Experience of policy development within a complex organisational setting	x		A
Experience of understanding regulatory frameworks and developing robust, pragmatic and simple compliance standards, requirements and processes	x		A
Ability to communicate complex regulatory and compliance requirements simply and concisely to a wide range of internal stakeholders	x		A
Experience of 'Continuous Improvement' or similar process improvement models to support a wide range of internal stakeholders to improve their ways of working		x	I
Highly organised with great attention to detail	x		A
Able to work autonomously without the need for detailed instruction	x		A

Able to understand complexity and communicate simply and concisely	x		A
Able to work confidently with senior stakeholders		x	I

*Tested - A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
Equality, diversity and inclusion	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.</p>
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will not be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts/ relationships	Executive Director of EIG All EIG Directors and Heads Director of Governance
Unusual specific physical/mental demands associated with the role	
Travel requirements	
Unsocial hours	

Last updated (December 2024)