

Quality Manager

Job Description

Salary:	£40,708 - £46,523 pro-rata
Job type:	Part time – 30 hours per week, working pattern to be agreed
Contract period:	12 month fixed term
Reporting to:	Head of Survey Coordination
Team:	Survey Coordination Centre in the Service Delivery Team
Location:	Oxford/hybrid (up to full working hours from home in line with Picker's remote and home working policy)

About Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone. Our vision is person centred care for all, always.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

Service Delivery Team

The Service Delivery Team provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care in order to improve its quality. The team works with a wide range of stakeholders, including providers, national bodies, academic institutions, and charities to develop and implement evaluation and improvement programmes that help to deliver person centred care.

The role is situated within the Survey Coordination Centre, which is responsible for managing the design, management and analysis of surveys within the NHS's national staff and patient survey programmes. The programmes are conducted on behalf of NHS England and the Care Quality Commission respectively, and include a range of large scale and high profile surveys that are typically coordinated centrally but administrated locally by NHS organisations. These surveys are amongst the largest and longest-running of their kind in the world.

Purpose of the role

The Quality Manager will lead on the development and implementation of the quality management system in the Survey Coordination Centre. The post holder will play a vital role in driving quality and operational efficiency through the application of recognised improvement methodologies.

Duties and responsibilities

- Lead the analysis of current processes to identify gaps and areas for improvement and optimisation within the Survey Coordination Centre.
- Work on the quality control process for outputs, ensuring accuracy and completeness.
- Implement quality assurance standards and procedures to maintain the integrity of outputs, ensuring that all standards and procedures abide by Picker's Quality Assurance and Information Security Management System, including ISO 20252.
- Liaise with Picker's Information Governance Manager as necessary to ensure that the quality management system aligns with Picker's accreditations, industry standards, regulatory requirements and organisational goals.
- Implement record-keeping and documentation practices, utilising Picker's software packages as appropriate (including but not limited to Microsoft Office and ClickUp)
- Collaborate with researchers and senior managers to ensure consistency and adherence to quality guidelines.
- Provide detailed feedback and recommendations for improving quality and reducing errors.
- Prepare and present regular quality assurance reports to senior management, highlighting key findings and areas for improvement.
- Lead process improvement initiatives using recognised methodologies (such as Lean or Six Sigma) to identify areas for improvement and develop solutions that drive efficiency, quality, and customer satisfaction.
- Monitor and evaluate the impact of implemented changes, ensuring they meet desired outcomes and contribute to overall customer satisfaction.
- Inspire a culture of quality and drive continuous improvement, encouraging individuals to spot trends and improvements.
- Train and mentor team members on best practices for quality assurance.
- Share best practices across the organisation as appropriate
- Stay updated on industry standards and advancements in quality assurance practices to continuously enhance the QA process.
- Conduct routine reviews and audits to identify deviation and quality incidents to implement corrective and preventative measures.
- Actively participate in the QA forum.

General Duties

- Contributing to the work of Picker by:
 - Fully engaging and participating in the achievement of Picker's aims and objectives.
 - Advocating new approaches, processes and methods to enhance Picker's

- performance.
- Promoting the sharing of knowledge and communications across teams within Picker.
- o Ensuring compliance with all company policies, internal working practices & external regulatory requirements on data protection and ethical standards (e.g. Quality Assurance Framework, Data Protection Act, UK GDPR, ISO 27001, ISO 20252, and MRS Code of Conduct).
- o Other reasonable duties, as requested by line manager.

Person Specification

Experience, knowledge and understanding	
Demonstrable understanding of continuous improvement and process standardisation methodologies to streamline quality systems	E
A thorough understanding of quality management principles, methodologies and best practices.	E
Understanding of the principles of confidentiality and data protection	E
Strong analytical skills to interpret data, identify trends and develop solutions to address quality issues	E
Demonstrable experience of translating complex quality concepts into clear, actionable plans	E
Experience of coaching and training team members on quality processes, assessing learning outcomes and monitoring progress	E
Experience of conducting reviews and audits of project work to review quality standards	E
Experience or knowledge of working in market research and/or health/social care/charity sectors	D
Knowledge of ISO 20252 and ISO 27001 / experience of working with ISO accreditations	D

Skills	
Demonstrable leadership skills, with the ability to engage team members and lead change.	E
Excellent oral and written communication skills, using a variety of media	E
High levels of IT literacy, especially in Microsoft Word, Excel, PowerPoint, Outlook, Teams and Dynamics, and the ability to learn new systems effectively	E

Ability to demonstrate high levels of attention to detail	E
Ability to work collaboratively at corporate and team levels and, where necessary, with external suppliers and contacts	E
Experience of using ClickUp	D

Personal Qualities	
Flexible and facilitative working style	E
Strong organisational skills with a methodical, proactive approach and excellent attention to detail	E
Ability to prioritise multiple demands, and work to deadlines	E
Ability to anticipate, analyse, diagnose and deal with problems effectively, with a focus on preventing future occurrences	E
Ability to foster a collaborative culture where quality becomes a shared responsibility.	E
Empathy with Picker and its aims	E

Qualifications	
Qualified to degree level or equivalent professional experience	E

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds and we are a Disability Confident employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact the HR Team by email; hr@pickereurope.ac.uk