



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Quality Assurance Officer	Grade/ Level: M	Post Number:
Directorate: Children Services	Job Family: Health Care and Wellbeing	Date Prepared: May 2019 Updated: September 2020

Role reports to (Job Title): Service Improvement Lead Children

Job Purpose:

To undertake quality assurance processes for children's social care by developing audit tools in excel and collating findings from audits in preparation for the children service's monthly moderation panel. This involves the collection, collation and presentation of audit compliance information and ensuring that the collation process and mechanisms are supported and maintained.

Support the Quality Assurance Manager and Head of Safeguarding in monthly quality assurance processes and ensuring timescales are met and audits are completed and collated. Support front line managers in the audit process and provide informal training as required.

Provide the central point for all case audit information and ensure children's case files are updated to indicate audits have taken place. Provision of audit information in preparation for OFSTED Inspection and to be part of the logistical preparations and inspection team when inspections take place.

Ensures the case audits are stored and accessible and meets auditing standards in readiness for inspection.

Provides visual presentations reflecting the findings from audits and grading and judgements on a routine basis for Children's Senior Management Team

Key Accountabilities:

- Preparation of case audit files in preparation for inspection.
- Key member of Inspection Team both prior and during inspection in relation to the case auditing requirements and support other inspection readiness duties such as logistics and timetable arrangements.
- Support new managers in learning the SBC' audit process and provide training as needed.
- Develop and maintain auditing processes for children's social care quality assurances purposes.
- To manage the children's social care monthly audit allocation, collection and collation process, including tracking and chasing professionals for audits to ensure deadlines are met.
- Develop auditing tools and systems to track and monitor findings from audits.

- To ensure quality of data provided and investigate discrepancies as they arise and raise this with the Quality Assurance Manager.
- To prepare relevant audit documentation for moderation panel purposes.
- To provide a single point of contact for the management and completion of audits across Children, Families and Community Health, ensuring the required information is presented in the correct format within the timescales.
- Design and produce through the creative use of Microsoft Office applications, high quality and effective presentations and other documentation for Children Services Quality Assurance and Improvement Board
- Manage the QA Audit generic email box and deal with enquiries and follow up as appropriate.
- Maintaining an efficient electronic filing and archiving system that complies with local and corporate retention policies. Ensuring that electronic filing is adopted as a first option wherever possible.
- Undertake the collation of monthly information from managers in relation to staff supervision completed. Chase up with managers on gaps in information provided.
- Support the Business Improvement Support Officer in the Collation, processing and presentation of Staff Supervision information for the Quality Assurance and Improvement Board. Develop the presentation format and content with guidance from the Quality Assurance Manager.
- Ensure sensitive data and information is stored and retained in line with GDPR requirements and confidentiality of information is maintained in all communications.
- To undertake any other duties that can be accommodated within the grading level of the post. This may include supporting other projects within the team.

Job Scope: Number and type of jobs managed: None

Job Scope:

Typical tasks supervised/allocated to others:

Budget

None

Assets: None

Knowledge and Experience:

- Previous experience of working at a in a large and complex organisation.
- Business Admin qualification or evidence of relevant experience and skills.
- Good level of literacy and numeracy skills equivalent to GCSE.
- Good ICT skills and experience of using of MS Word, Excel, PowerPoint, Project, Outlook and Sharepoint, and using these tools to develop creative solutions to support projects and key activities.
- Experience in providing administrative project management support, including producing project documentation.
- Ability to liaise and communicate with others verbally and in written format (including the senior leadership team) and be willing to challenge and influence prioritisation of activities and meetings and ensuring that actions are being delivered to time.
- Ability to work as part of a team.
- Ability to be flexible and adaptable across a range of tasks, working for a range of people.
- Awareness of key corporate decisions, strategies and policies in order to understand the priorities of the service and give appropriate advice and information as required.

Decision Making:

- Ability to prioritise own workload to ensure all tasks are completed within given timeframes and escalating any issues to line manager when appropriate.

Creativity and Innovation:

- Being proactive and present ideas of improvement in relation to quality assurances processes.
- Production of new audit tools to streamline auditing processes for staff.

Job Specific Competencies:

- Provide excellent written, verbal and communication skills.
- Proven interpersonal skills.
- Be open to change and learning new skills.
- Ability to handle sensitive and confidential information appropriately.
- Excellent prioritisation, administration and time management skills.
- Ability to work to deadlines.
- Proactive and demonstrates the ability to work to a high standard with minimal supervision.
- Excellent customer service skills.

Data Protection

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

Health & Safety

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

Employee Signature:

Print Name:

Date:

Line Manager’s Signature:

Print Name:

Date: