

Quality Assurance Officer

Role profile

Department	Operational Performance		
Job number		Reports to	Quality Assurance Manager
Date effective	April 2024	Salary band	5GM

Purpose

- To deliver a program of quality assurance audits across all Operational functions to evidence quality services and identify opportunities to improve.
- To help embed learning from audits, incidents, service failures and negative customer experiences to prevent reoccurrence.

Key responsibilities/ deliverables

- To maintain awareness of compliance and best practice by attending internal and external meetings and researching changes and developments within the industry.
- To undertake internal audits to periodically evidence quality services and continuous improvement across Operational services – including on-site and desktop assurance audits.
- To help follow up incidents, service failures and negative customer experiences, including complaints and Housing Ombudsman Service determinations, to provide an appropriate response such further investigation, and help embed learning into practice to avoid reoccurrence.
- Support service leads to ensure that appropriate actions for service improvement are clear, achievable and embedded within practice.
- To support with other internal and external audits of services including the annual self-assessment of the Group's adherence to the Consumer Standards.
- To interact with the Insights and Engagement Team to ensure that customers are involved in auditing processes at every opportunity.
- To contribute towards high quality performance and impact reports to demonstrate the value of quality assurance activities including trend analysis and sharing best practice.
- Ensure the collection, management and use of data adheres to GDPR.

Line management

N/A

Key internal contacts

Customer Service Committee, Operational Performance, Specialist Housing, Homes and Communities, Customer Contact, Repairs, Environmental Services, Asset Management, Building Safety, Facilities, Finance & Strategy, Governance & Compliance and Human Resources.

Key external contacts

Local authorities, commissioners, other Housing Associations, regulatory bodies, customer engagement networks.

Operating environment/ dimensions

As a team member within Operational Performance, you will work closely with the Senior Management Team to drive performance and best practice across the business to ensure excellent customer service and that lessons learnt from poor practice translates to service improvement.

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to A level or equivalent in Maths and English (Grades A*- C)	A	
Knowledge and skills		
Knowledge of housing legislation, regulation, policy and best practice.		A/I
Auditing experience and ability to identify and implement service improvements.	A/I	
Experience of setting up performance measures for monitoring progress of services against contract and departmental business plan objectives.		A/I
Able to work effectively and diligently at a fast pace and meet tight deadlines with a keen eye for detail.	A/I	

Confident approach to problem-solving ensuring matters are swiftly and satisfactorily resolved.		A/I
Excellent stakeholder relationship management skills and proven ability to maintain successful relationships with colleagues and customers.	A/I	
Competency	Essential	
Influential - The ability to work with and through others to achieve organisational goals	I	
Future focused - Looks at what's possible and how to make it happen	I	
Engaging - Achieves collective outcomes by building effective relationships	A/I	
Resilient - Does not allow pressure to interfere with thinking, judgement or behaviour	A/I	
Performance - focused delivers a consistently high performance	A/I	

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen