

## Job Description

<b>Job Title:</b>	<b>Quality and Compliance Administrator</b>
<b>Reports to:</b>	Associate Director of Quality and Corporate Services (ADQC)
<b>Location:</b>	Bury Hospice, Rochdale Old Road, BURY, BL9 7RG
<b>Purpose of Role</b>	This post will support the Quality and Data team in the delivery of quality, audit, risk and improvement requirements for the Hospice ensuring compliance with regulatory, national and local legislation
<b>Hours:</b>	Part-time (approx. 26 -28hrs)
<b>Salary:</b>	<b>£28,000 (WTE) – Band 4 equivalent</b>

### **Key Job specifics and responsibilities:**

#### **Compliance**

- Maintain, monitor and track the evidence submitted to the CQC preparedness evidence repository.
- Work with departmental leads to ensure all HR administration is compliant is in line with targets and follow escalation processes for non-compliance (including mandatory training, onboarding, appraisals, sickness & holiday absence)
- Responsibility for processing of DBS and Occupational Health clearance checks.
- Monitor and track policy register, ensuring adequate and appropriate triggers are sent to relevant managers for review.
- Assist the AD of Quality and Corporate Services with tracking of Audit and Monitoring Plan.

#### **Governance and Quality Improvement**

- Co-ordinate and contribute to the Quality and Governance framework across the organisation including tracking of actions on the improvement plans.
- Support the Quality and Data team and all Hospice teams in meeting regulatory responsibilities.
- Assist on specific quality improvement programmes – including IT development, education competency frameworks and tracking audit cycles and actions.

#### **Data and Reporting**

- Assist in analysis of clinical and non-clinical data for submitted to Senior Leadership Team, internal, external and regulatory bodies as applicable.
- Lead in driving and analysing Service user and fundraising event feedback in an evolving digital (and accessible) format.
- Assist AD of Quality and Corporate Services in the production of Quality data dashboards and other reports for Chief Executive, Senior Leadership Team and Board of Trustees on a monthly and quarterly basis as required.
- Support internal audit reviews ensuring learning and practice is shared.

## Collaboration

- Network with similar post holders both regionally and nationally in order to support benchmarking for Bury Hospice Services and also keep up to date with quality agenda in healthcare.
- Liaise with 3rd HR consultant to ensure accurate completion of HR portal (staffcare)
- Support Hospice teams in providing best practice and learning through the promotion of quality improvement and audit.

## Our Values

To be successful and improve on our already strong foundations, we need to live our values and ensure they are reflected in all we do:



## ORGANISATIONAL RESPONSIBILITIES

- To adhere to all Bury Hospice standards, policies and procedures
- To take responsibility for own personal learning and development, and to support the learning and development of others and the organisation as a whole; a commitment to completing all training required and refreshing training as appropriate
- To conduct all work in a manner reflective of the organisational values and behaviours
- To comply with General Data Protection Regulation (GDPR); an understanding of and commitment to the appropriate handling of all confidential data
- To raise and escalate any safeguarding concerns appropriately and in accordance with Bury Hospice's Safeguarding Policy
- To implement Bury Hospice's Health & Safety policy, ensuring all duties are carried out using safe and appropriate working practices in adherence with statutory regulations and guidelines
- To promote awareness of, and respect for, equality and diversity in accordance with Bury Hospice policies and procedures
- To follow Hospice processes in relation to incident reporting with the understanding that this enables continual learning and improvement across all operations
- To protect service users, visitors, employees and volunteers by observing Infection Prevention and Control policies and procedures
- To embrace the organisational culture of volunteering and to understand the responsibilities of all employees in relation to role managing volunteers
- To organise your own work and to ensure that it is accurate, meeting all quality targets and required deadlines

This job description is not exhaustive and serves only to highlight the main requirements of the role. The line manager may stipulate other reasonable requirements; the job description will be reviewed regularly and may be subject to change.

## Person Specification



**Role: Quality and Compliance Administrator**

It will be determined whether an applicant meets all of the required criteria from a combination of information provided during the initial application and interview process.

ATTRIBUTES		Essential	Desirable
<b>QUALIFICATIONS</b>	Relevant academic achievement with administration and / or data management (as appropriate)	✓	
<b>KNOWLEDGE, EXPERIENCE &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>● Practical experience of administration, data extrapolation, producing succinct reports in MS word and Excel</li> <li>● Some knowledge of risk management, clinical and corporate governance and its impact on the organisation</li> <li>● Clear understanding of the national and local healthcare agenda</li> <li>● Ability to interpret and apply national and local policy</li> <li>● Experience working in a multiple disciplinary organisation</li> <li>● Demonstrable experience in managing risk</li> <li>● Knowledge of information systems</li> <li>● Demonstrable experience of admin within healthcare setting</li> <li>● Knowledge of project management</li> <li>● Knowledge of proof-reading, understanding policy and procedures</li> </ul>	✓   ✓ ✓ ✓ ✓ ✓ ✓	✓  ✓ ✓ ✓ ✓

ATTRIBUTES		Essential	Desirable
	<ul style="list-style-type: none"> <li>● IT skills including database management, document management and cloud-based systems</li> <li>● Track record of embracing and supporting change management</li> <li>● Ability to build relations and influence people at all levels.</li> <li>● Excellent organisational skills with the ability to work calmly and methodically when under pressure</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>● A naturally collaborative team player</li> <li>● High personal integrity and commitment</li> <li>● Empathy with the aims and values of the Hospice</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	

### PRE-EMPLOYMENT CHECK

Upon offer of employment this post will be subject to satisfactory references and enhanced check with the Disclosure and Barring Service.