

Quality Assurance Job Description - full QA job details

Job Role:	Quality Assurance Manager
Reports to:	Chief Executive Officer
Direct Reports:	None
Location:	Head Office
Work Pattern:	TBA
Contracted Hours:	35
Salary:	£35k p.a.
Contract:	Fixed Term 1 year

THE COMPANY

Quo Vadis Trust provides social housing, care and support for people in South East London living with mental health challenges. We have approximately 150 clients living with us, residing across 20 different properties, whether it be in bedsits/studios, one bed flats, and shared houses. We also have a registered care home in Sidcup.

POSITION DESCRIPTION

Job Summary:

To oversee all operational aspects of the company and ensure it is concurrent with legislation and industry standards.

Key Duties & Responsibilities:

- Draft quality assurance policies and procedures in accordance with Trusted Charity Standard (formerly PQASSO)
- Interpret and implement quality assurance standards
- Evaluate adequacy of quality assurance standards
- Review the implementation and efficiency of quality and inspection systems
- Plan, conduct and monitor testing and inspection of services
- Document internal audits and other quality assurance activities
- Investigate customer complaints and non-conformance issues
- Collect and compile statistical quality data
- Analyse data to identify areas for improvement in the quality system
- Develop, recommend and monitor corrective and preventive actions
- Prepare reports to communicate outcomes of quality activities
- Identify training needs and organize training interventions to meet quality standards
- Coordinate and support on-site audits conducted by internal and external providers
- Evaluate audit findings and implement appropriate corrective actions
- Monitor risk management activities
- Responsible for document management systems
- Assure ongoing compliance with quality and industry regulatory requirements for example the RSH (Regulator of Social Housing)

PERSON PROFILE**Education Requirements:**Essential Criteria

TBA

Desirable Criteria**Person Specification:**Essential Criteria

Attention to detail

Communication skills - verbal and written

Data collection, management and analysis

Problem analysis and problem solving

Planning and organising

Desirable Criteria**General Skills & Experience:**Essential CriteriaMember of the Chartered Quality Institute (CQI) www.quality.org

Certifications an advantage including Quality Auditor, Quality Engineer, Quality Improvement Associate, Six Sigma

Experience with implementation of corrective action programs

Product or industry-specific experience

Strong computer skills including Microsoft Office, QA applications and databases

Knowledge of tools, concepts and methodologies of QA

Knowledge of relevant regulatory requirements

Desirable Criteria**Technical/Specialist Experience & Qualifications:**Essential CriteriaDesirable Criteria**GENERAL**

This job description is not designed to be a complete and exhaustive list of all required duties/tasks. All employees are expected to carry out any reasonable request from management in order to support business needs. Job descriptions are subject to change from time to time.