



Main purpose

- Give guidance and learning to PSS teams to help us keep the people we support safe, reporting to regulators when we need to.
- Work with our quality checkers (people who use our services) to review and audit our services to help our teams celebrate **what's working well and** understand where improvements are needed.
- Help us to design and develop great systems to gather data and qualitative reports; understanding quality trends, celebrating good practice and reflecting on any learning for the organisation.

Scope of job and focus of role

- Service delivery – 60%
- People management/relationships – 15%
- Sustainability/service development -20%
- Finance and resources – 5%

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£24,101. This salary is equivalent to PSS Fixed point 32.

Disclosure

As this post requires a Disclosure check, please refer to the Recruitment of Ex-offenders statement on the Applicant Guidance page.

Hours

37 hours per week, worked over Monday to Friday

Location

Eleanor Rathbone House, Connect Business Village, 24 Derby Road, Liverpool, L5 9PR

Annual Leave

27 days per year. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The **People's Pension**.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.
- d) An Enhanced Disclosure. Please note that having a criminal record does not automatically disbar you from working with PSS.

Key responsibilities

The service essentials:

- **You'll** champion information sharing, good quality reporting and risk management across the organisation.
- Manage the quality databases (eg safeguarding/incidents/health and safety) with the support of the customer service and quality coordinator. **You'll also** analyse this data to provide reports for our senior managers, leadership team and trustees.
- Keep accurate and comprehensive records of actions taken whenever a concern is raised. **You'll also** support some of our managers with reporting to our regulators where needed.
- Work with teams on improving the quality of services to make sure we're the best we can be when it comes to safeguarding, health and safety and responding to feedback.
- Support with reviewing our policies and procedures relating to safeguarding, health and safety and feedback.
- Help us to create really great guidance, resources and training for staff in both written format and in through workshops (face to face and virtually).
- Assist with completing quality audits, working in partnership with other quality colleagues and our quality checkers.
- To closely follow our confidentiality guidelines.

Being a people person

- Build great relationships with PSS people to support our culture of honesty, collaboration, innovation and a desire to improve and get things right every time.
- Offer support to quality checkers as part of audit and co-production activities where experts by experience (such as people who use, or have used our services) are involved in gaining or giving feedback.
- Give guidance and work collaboratively with the customer service and quality coordinator who provides admin support to your role and your team.

Being resourceful and sustainable

- Keep on top of best practice news and advice in our sector to recommend and implement improvements to PSS quality processes and procedures.
- Use motivational and positive approaches; helping teams to strive for the best practice, excellence and innovation when it comes to keeping themselves and the people we support safe.

Looking after the pennies

- Support with the management of the quality budget and make sure financial performance targets are met where required.
- Be responsible for any budget lines directly linked to specific quality projects.
- Make sure that PSS financial systems and procedures are followed and that deadlines for the processing of transactions are met.

- Provide any information required by the chief executive or other members of the leadership team.

Additional duties

- Actively participate in developing directorate, team and individual objectives and plans, attend staff performance management and learning and development reviews.
- The post holder is expected to be flexible in the performance of duties and to carry out any other duties identified as appropriate to the post.
- All jobs are subject to change from time to time and this job description will be reviewed regularly.

Confidentiality

At PSS, we recognise the great importance of confidentiality in the professional practice of staff and in administrative procedures. Information clearly intended for one purpose should not be used for another without the approval of the person we support, staff member or person supplying the information. The only exceptions are where there is clear evidence of serious danger to a person PSS supports, staff member or other person(s) or where legislation requires release of the information.

In this role you'll be handling lots of really sensitive, confidential information about people we support, our team and about PSS. We'll need you to keep everything you see and hear really private, so it's important that you're trustworthy and take this part of your role extra seriously.

Equal opportunities and health and safety

Must follow PSS equality and diversity and health and safety requirements.

Show respect for others, promote awareness of obligations of staff and providers and identify actions to promote equality and diversity and health and safety across the organisation.

PSS policies

All employees are required to follow PSS policies and procedures and to do any training associated with them.

Job description

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities that are in line with the grade for the post. It does not form part of your contract of employment.

Hybrid working and office base

PSS supports flexible working such as a balance of homeworking and office-based working where appropriate. There may also be times that the post holder will need to travel to services we have in different areas of the UK. The office base for this role is our head office Eleanor Rathbone House, Connect Business Village, 24 Derby Road, Liverpool, L5 9PR

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Requirement		Assess from:
	E= Essential D= Desirable	A= application I = interview R= references E= exercise/ practical
<p>Qualifications and training</p> <ul style="list-style-type: none"> • Level 4 diploma in business Administration (or a comparable qualification) or the commitment to achieve this if required • European Computer Driving License (ECDL) <p><i>(Qualification Credit Framework) Diploma replaces the NVQ qualification w.e.f 31.12.10</i></p>	E D	A/I A/I
<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge of office administration and how to use systems for data and information management • Understanding of good practice, safeguarding, health and safety and feedback recording and reporting 	E D	A/I/E/R A/I/E/R
<p>Skills</p> <ul style="list-style-type: none"> • Highly organised and effective at delivering to tight deadlines • Problem solving and the ability to collate/analyse data for monitoring purposes • Excellent communication skills including effective report writing • Ability to build and sustain internal and external relationships • Confident and engaging communication and presentation skills 	E E E E D	A/I/R A/E A/I A/I/E/R A/I
<p>Experience of</p> <ul style="list-style-type: none"> • Utilising a wide range of Microsoft Office applications, including Word, PowerPoint, Excel, Outlook and Access • Project planning • Monitoring and reporting data, trends and qualitative information 	E D E	A/I/E A/I A/I/R
<p>Attitude</p> <ul style="list-style-type: none"> • A proactive and self-motivated approach • Self-belief and drive, with a 'can do' attitude • Flexibility, ability to implement change and develop work practices in response to emerging needs • Self-aware and takes responsibility for results • A team player who can work with and support others in a positive and motivational way • Demonstrate positive values in line with our PSS values of being professional, genuine, determined, open minded and big hearted 	E E E E E E	A/I A/I A/I A/I A/I/R A/I/R