

Quality Coordinator and Customer Service Advisor - Quality



MAIN PURPOSE

To support the quality team and our head office front of house with a range of administrative and customer service activities that make sure we have effective co-ordination and delivery of quality related support to our PSS teams and people supported by them.

SCOPE OF JOB AND FOCUS OF ROLE

- Service Delivery – 70%
- People Management – 5% (volunteer support)
- Sustainability and Business Development – 20%
- Finance and Resources – 5%
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KEY RELATIONSHIPS: Head of service, team managers, PSS Staff, Shared Lives carers and volunteers, business partners, frontline teams, carers, and external stakeholders e.g. commissioners.

FINANCIAL/BUDGET: Basic understanding of the importance of budgets and working within budgets, monitoring spend and how to liaise with team credit card holder for purchases such as stationary.

DECISION MAKING

AUTHORITY/AUTONOMY: Works under the broad direction of the head of quality. Can plan, schedule and monitor own work within agreed objectives and deadlines. Will be required to work with front of house team (head office reception desk) a minimum of one day a week, as well as provide cover during holiday periods of the team.

COMPLEXITY: Has defined responsibilities relating to the coordination and administration work of the quality team, supporting customer service/front of house activity and co-ordinating the day to day running of an office environment.

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£23,569, this salary is equivalent to PSS Fixed point 26.

Hours

37 hours per week worked over Monday to Friday

Location

PSS Head Office, Eleanor Rathbone House, 24 Derby Road, Liverpool, L5 9PR

Annual Leave

25 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.

KEY RESPONSIBILITIES

1. **Client Management System** – Monitor accuracy and quality of data entry and carry out data export to provide service specific activity reports that meet PSS governance reporting requirements.
2. **Learning** – support with the administration of training and event administration linked to the work of the quality team as required
3. **Regulatory compliance** – make sure there is effective record keeping of regulatory notifications made by services and the quality team.
4. **Office services** - carry out a range of tasks to make sure the effective and safe running of office/service premises, including office equipment, supplies and carrying out workplace health and safety checks if required.
5. **Communications** – building relationships with staff across all PSS teams so that information about quality systems, reporting, policy and opportunities for teams to engage with support and development opportunities provided by the quality team are well communicated and engaged with by teams.
6. **Efficiency and consistency** - to provide administrative support and basic learning and development to teams around quality processes. Including implementing and improving these where relevant, with a particular focus on safeguarding, health and safety and feedback.
7. **Customer service** – Provide a consistent and excellent 'first impression' of the organisation to those who visit PSS Head Office and to those who make enquiries online or over the phone, this includes actively monitoring voicemails and email accounts associated with the customer service and quality team and responding in a time-effective and high quality manner.
8. **Health and safety** - Maintain a commitment to health and safety within PSS and if required carry out fire evacuation duties for PSS Head Office including responding to alarms.

ADDITIONAL DUTIES

1. To actively participate in developing directorate, team and individual objectives and plans, attend staff performance management and learning and development reviews.
2. The post holder is expected to be flexible in the performance of duties and to undertake any other duties identified as appropriate to the post.
3. All jobs are subject to change from time to time and this job description will be reviewed regularly and may be updated to include reasonable changes in consultation with the job holder.

4. All employees are required to implement and follow PSS policies and procedures and to undergo 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 commensurate with the grade for the post. It does not form part of your contract of employment.

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
Qualifications		
L2 Diploma in Business Admin or comparable, working towards this qualification or be able to provide evidence of relevant work experience and training around business admin.	D	A/I
ECDL or comparable computing qualifications with digital media experience, or evidence of relevant work experience including training in this area.	D	A/I
Knowledge		
Confident and capable in using Microsoft Office Applications (outlook, Teams, excel, word and powerpoint)	E	A,I,E
Confident and capable in office administration including: <ul style="list-style-type: none"> Manual and electronic system recording maintenance, retrieval and archiving of documents Development and implementation of information and other knowledge management systems 	E	A,I, E
Knowledge of health and safety requirements in the work place	D	A,I
Skills		
Demonstrates confident and friendly oral and written communication skills using a professional manner	E	A,I,E
Attention to detail for data entry and accurate record maintenance	E	A,I
Ability to collate and perform basic analysis of data, producing accurate reports and insights	E	A,I
Demonstrates the ability to prioritise tasks and meet deadlines	E	A,I,E
Work effectively with colleagues and people who use PSS services.	E	A,I
Attitude		
Commitment to, and demonstration of, organisational behaviours and values	E	I
Be able to work independently or collaboratively as part of a team	E	A,I
Excellent team worker and flexible approach with the belief that nothing is too much trouble	E	I
A passion for customer service, with commitment to equality and diversity	E	A,I
Strives for continuous improvement and development of self, professional knowledge and service delivery	E	I