

JOB SPECIFICATION



Job Title: **Quality Assurance and Compliance Administrator**

Responsible to: Head of Quality Assurance and Compliance

Responsible for:

Working within the Quality Assurance and Compliance team, you will be responsible for collating all Regulatory bodies' documentation, including policies, procedures and other internal documentation.

Summary of responsibilities:

- 1 Processing registration applications and facilitating Registered Manager applications
- 2 To keep up to date with all developments of statutory standards and ensure that all appropriate people in Cygnet Health Care are kept up to date.
- 3 In line with the policy review schedule ensure all internal Cygnet Health Care standards and associated policies and procedures are in line with statutory requirements, that they are appropriately formatted and dated with review information.
- 4 To be point of contact for new openings, providing documented action plans, ensuring relevant paperwork is available and processing of regulatory applications for Managers.
- 5 Processing regulatory applications for Managers who are new to Cygnet Health Care, additionally removing them as registered Managers and processing any other relevant changes or transfers.
- 6 Maintain Cygnet Health Care Point, ensuring that expired policies are removed or under review and replaced in line with the policy review schedule.
- 7 To review and update the auditing and reporting systems to track the performance of Cygnet Health Care facilities against quality standards.
- 8 Maintain a filing system for all audits, regulatory body notices and updates ensuring relevant details are communicated to appropriate individuals.
- 9 To attend relevant AQC meetings, producing agenda's and minutes.
- 10 Create templates and prepare reports as required. Including summary reports for safeguarding, complaints and audits.
- 11 Update and maintain Key Performance Indicator and Corporate Governance summary document.
- 12 To undertake any additional duties which the Head of AQC may reasonably request from time to time.

General

- 13 To attend for work reliably and punctually.
- 14 To remain vigilant and do everything possible to protect individuals and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- 15 To develop own practice through the supervision and appraisal process, ensuring your training needs are identified and addressed.
- 16 Use an appropriate level of confidentiality where personal information is involved with regard to both students and employees.
- 17 To ensure that people with whom you have contact have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Cygnet Health Care policies.
- 18 To contribute fully to effective team working by striving to build and maintain positive relationships.
- 19 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

Health & Safety

- 20 To contribute to the maintenance of safe and secure learning and care environments. This includes taking the appropriate action in the event of an emergency.
- 21 A duty exists (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to evaluate and take action to reduce the risks. It is expected that you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.
- 22 Everything possible must be done to protect students and others from abuse of a physical, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

The contribution of this role:

The way in which this role is carried out will have a direct and highly significant effect on the quality of the entire service provided by the company, and bear directly on how well-equipped staff feel to carry out the jobs they are employed to do.

You will therefore be making a very important contribution to other employees, to matters effecting individuals and their experience of Cygnet Health Care, and to the reputation and achievements of all locations and the Cygnet Health Care as a whole.

PERSON SPECIFICATION

For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.

To do this job effectively a person will need:-

Knowledge/Skills/Experience/Personal Attributes and Qualifications

- Good numerical and word processing skills in particular Microsoft/Excel or equivalent
- To be able to work with new in-house systems
- You must have an eye for detail ensuring accuracy
- Ability to organise own time and workload
- Ability to co-ordinate multiple tasks and shifting priorities
- Ability to work well under pressure
- Willing to undertake training course relevant to the job role in order to maintain skills/knowledge
- Ability to relate well to other people and function as a team player.
- Ability to work using own initiative
- Self- starter
- GCSE in maths and English or equivalent level of numeracy and literacy
- QCF Level 2 in Administration or equivalent and aim to complete the QCF 3 whilst in post
- 1-3 years' experience or more Administration/Reception experience or evidence the same, including report preparation; organising meeting liaising with individuals in our care
- Knowledge of compliance and auditing systems required by regulatory bodies (CQC/Ofsted)

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- Knowledge of registration matters, changes in premises, student numbers etc with CQC/Ofsted
- Knowledge of quality assurance and corporate governance matters.
- No criminal record including convictions, cautions, reprimands or bindings over which may be relevant to the safety and welfare of residents or staff
- Successful experience of working effectively with staff and external professionals in education/care settings.
- Experience of co-ordinating the work of others effectively.

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Please add signature and date indicating acceptance of this Job Specification.

JobholderSigned Date:

ManagerSigned Date:

