

Recruitment person specification

Post being recruited for: Compliance and Quality Assurance Officer

Our Behaviours

These apply to all posts

Respect – We're inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in our decisions and actions.

Integrity – We're open and honest, we take responsibility, we build trust and we pull together to do what's right for our residents, colleagues and city

Flexibility – We're open minded, we keep it simple, we adapt to provide great service and find better ways of doing things, and we embrace opportunities for shared working and learning

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Experience of working in a compliance and quality assurance environment or service. Experience of carrying out checks on controls, governance and risk management to ensure all statutory, legal and regulatory requirements are met. Experience of gathering and analysing information, drawing conclusions and producing reports with a risk based approach and recognising opportunities for continuous improvement. Experience of working in a changing environment, ability to effectively manage competing priorities, interests and pressured timescales. Experience of documenting and/or mapping operational processes.	Experience of working with and analysing large complex data sets and IT applications to identify issues. Experience of working in a large diverse Service Area.
Knowledge, skills and understanding	Knowledge of quality management principles and an understanding of risk management principles and tools. High level of competency with M365 applications and IT software packages for process mapping, presentations, user guides, action trackers and reports. Excellent analytical and problem-solving skills and the ability to understand and interpret information and report on your findings using a risk based approach. Ability to ask challenging and probing questions to colleagues and Senior Management. Ability to effectively communicate verbally and in writing, with a varied range of colleagues and stakeholders.	Knowledge or understanding of the pressures and complexity of the Social Housing Sector in Scotland.
Qualifications and training	Educated to SVQ3 and / or have equivalent and demonstrable work experience.	Governance, Compliance or quality assurance qualifications or relevant working experience.

Job specific requirements	Support implementation and the embedding of the Quality Management System (QMS) to meet the needs of the services across Housing and Homelessness. Assist with development and implementation of housing policies, procedures and processes to ensure quality and compliance. Produce reports on performance and compliance for management teams with findings using a risk based approach. Monitor and support the delivery of any corrective actions and findings following the compliance and quality assurance check. Provide advice, guidance and support to colleagues across the Housing & Homelessness service and any other key stakeholders. Ability to build and maintain effective working relationships with colleagues and stakeholders across the organisation. Lead by example and encourage adoption of best practice and continuous improvement.	
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