

POST TITLE	COMPLIANCE AND QUALITY ASSURANCE OFFICER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	TEAM LEADER COMPLIANCE AND QUALITY ASSURANCE
NUMBER OF POST HOLDERS	3
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

This role is essential to ensure Housing and Homelessness Services are delivered in a consistent, compliant and customer focused manner.

This role will use the documented controls within the QMS (Quality Management System) to identify, monitor and test all service delivery areas under Housing and Homelessness. They will be providing reports which includes evidence of good practice and where improvements are required. Delivery of the controls is evidenced through Compliance and Quality Assurance checks that produce documented reporting with risk rated findings and recommendations. These reports are presented to Senior Management for review and agreement on remedial actions where necessary.

All high / critical risks, Health and Safety, and financial areas will be checked regularly for compliance including controls to prevent and detect any irregularities or fraud. This is an essential part of the efficient management of the Housing and Homelessness Service.

The QMS controls, reporting, and actions, will be shared with Senior Management, Internal Audit, Corporate Health and Safety, and other legal bodies that require evidence of what assurance is in place.

This role will contribute to the implementation, training, and monitoring of all aspects of policy, procedures, operational delivery, and decision making. They will provide advice, assistance, or guidance to staff, internal services, external services, businesses, and contractors.

This role will work in partnership with a wide scope of operational teams to identify, monitor and report on quality assurance, risk management, and compliance within the Housing and Homelessness service. The Compliance and Quality Assurance team use a risk-based approach to evaluate compliance with all relevant legislation, codes of practice, council policies and procedures. This includes identifying immediately any High or Critical risks across a large complex operational area that services and supports our most vulnerable citizens.

The postholder will support the Compliance and Quality Assurance Team Leader to deliver the QMS, business continuity, and risk plans as well as providing support and advice to service managers and working in partnership with their teams, on implementing improvements in processes, procedures and operational practices ensuring compliance with KPI's, performance targets and relevant quality assurance standards.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Identify, monitor and report on controls for all areas of work across Housing and Homelessness Service
- Identify any areas of concern in High and Critical Risk, Health and Safety or Financial Areas and immediately report to Senior Management
- Lead the delivery of Compliance and Quality Assurance checks with Service Management to produce reports, prioritised findings, and recommendations from the checks and agree actions where improvements can be made at an individual, team, and service level where required.
- Carry out testing of processes and controls at a service and team level.
- Carry out investigations into data and of practices at team level.
- Provide assurance of compliance with the Council's standing orders, Scheme of Delegation and procedures
- Facilitate the development of and coordinate the implementation of a Quality Management System (QMS) that meets the needs of the services across Housing and Homelessness.
- Support and contribute to research, development, and implementation of continuous improvement strategies, policies, and other activities associated with improving the performance and effectiveness of the Housing and Homelessness Service
- Support the development, management, and implementation of Housing and Homelessness policies and procedures to ensure compliance with relevant housing legislation and regulation, ensuring services are aligned with delivery of the Council's Housing Strategy and priorities.
- Coordinate with Service Leads to review existing processes, define new processes where required, and document them through process maps, ensuring all associated documentation is maintained under appropriate version control.
- Prepare, plan, and complete QA checks by agreeing scope of checks with relevant service areas, senior managers, and the Compliance and Quality Assurance Team Leader.
- Support and implement the Performance Management Framework and proactively work with the team to ensure a consistency of approach to performance management and continuous improvement. This includes quality monitoring, benchmarking, and the implementation and reporting of Key Performance Indicators.
- Work effectively with colleagues across the Service Improvement Team, ICT, Internal Audit, Corporate Risk and other corporate services, to ensure appropriate information and reporting is available.
- Work with Senior Management to identify and report on operational, reputational, and financial risks to services identified within Risk Registers or otherwise.
- Produce, analyse, and report on areas of improvement identified through Quality Assurance Checks.
- Analyse Internal Audit reports and improvement plans to assist with the planning of Compliance and Quality Assurance Checks in line with a risk-based approach.
- Within this, develop sound business rationale/arguments to identify improvement opportunities with supporting analysis and detailed recommendations.
- Co-ordinate and monitor actions in relation to the QMS, audits, and risk registers to ensure completion.
- Research and identify the relevant regulatory frameworks in which services operate to ask informed and appropriate probing questions and use that understanding of the service's controls to check compliance.
- Implement version control of key QMS documents, policies, processes, procedures, and templates as required and support services establish document libraries using best practice.
- Provide dashboards or other compliance or performance reports as may be required regularly or from time to time.

- Support the Compliance and Quality Assurance Team Leader to establish best practice for resilience activities including Business Continuity Planning, Cyber Response Planning, and Business Impact Assessments.
- Apply a risk-based approach when working with Service Leads to understand service interdependencies, identify and assess potential risks and impacts across the organisation, and develop and implement measures to mitigate risk while supporting effective, consistent and resilient service delivery

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Educated to SVQ3 or have significant alternative demonstrable experience.
- Previous experience working in a Housing environment would be advantageous in carrying out the responsibilities of the role
- Must have the knowledge and skills to be able to operate at an appropriate level with senior managers in the Council. The postholder should have some experience in an environment of operational change and continuous improvement.
- Must be able to communicate effectively at all levels to articulate the service vision across the organisation.
- Build and maintain relationships with colleagues at varying seniority levels in the Housing and Homelessness Service and other Council services involved in delivering the Housing and Homelessness Service.
- Be able to ask probing questions with confidence to senior management while carrying out audits and Compliance and Quality Assurance checks.
- Be able to identify High and Critical Risks, Health and Safety concerns, or Financial discrepancies through audits or Compliance and Quality Assurance checks, and report concern immediately.
- Knowledge, understanding, and experience of quality management systems, business continuity, and risk management.
- Good time management skills to meet deadlines and prioritise your workload.
- Excellent written and verbal communication skills and ability to adapt communication styles to the end user or audience.
- Good numeracy skills and high level of attention of detail
- Good analytical, critical thinking and problem-solving skills and the ability to assimilate information.
- Proficiency in using Microsoft 365 applications, including Word, Excel, Outlook, PowerPoint, One Drive & Teams.
- Experience of, or the ability to use, Microsoft Visio and Power BI to produce process maps, analyse data and create clear reporting.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The post holder will operate in a changing environment and need to effectively manage competing priorities, interests and pressured timescales.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities. May be required to work on-site.
- The postholder will be required to work flexibly in different work office locations as required by the service.
- The post holders will be required to work autonomously with minimal supervision.
- The post holder may be required to audit and report on sensitive/confidential data.
- The postholder will be responsible for completing mandatory and job specific learning and development either online or on site as required.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- There is no direct line management responsibility.
- The post holder will be required to allocate and prioritise work for the Compliance Assistants, Modern Business Apprentices, or other equivalent support staff, ensuring tasks are assigned in line with operational priorities.
- Following this, they will provide guidance and support where required, monitor progress and review completed work to ensure accuracy and quality of work. Also provide feedback and guidance on areas of improvement.
- The postholder will be required to coordinate and lead training on process mapping.

RESOURCES

- The post will be responsible for ICT equipment and will create or update electronic documentation including reports, policies, processes, procedures or data as required.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).