

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Quality and Business Support

POST:	Quality and Compliance Administrator
SALARY:	Real Living Wage
ACCOUNTABLE TO:	Quality Assurance and Compliance Manager
RESPONSIBLE FOR:	N/A

ORGANISATIONAL EXPECTATIONS:

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Inspire North at all times.

We are proudly and actively anti-racist and as such, you are expected to drive our anti-racism agenda forward.

OUTLINE OF POST:

As a key member of the Quality and Business Support Team, you will provide dedicated administrative support to the Quality Assurance and Compliance Manager and the Quality and Compliance Coordinator. Your contributions will play a vital role in the effective management of quality assurance and regulatory compliance across the organisation, helping to ensure that all standards and regulations are met. This role is integral to ensuring continuous improvement and promoting a culture of high-quality service delivery within the organisation.

Through your professional manner and using excellent administrative, organisational and communication skills you will support the team in staying on top of key deadlines and tasks.

Responsibilities include the planning, coordination, and minuting of quality-related meetings, as well as managing a variety of general administrative tasks, including handling telephone enquiries, providing front-of-house support, overseeing shared inboxes, including the Information Governance Inbox and managing incoming and outgoing post.

MAIN TASKS:

1. Work as part of the Quality and Business Support team to support the delivery a first-class front of house service, answering enquiries, signposting colleagues, clients, and other stakeholders and responding to enquiries in team inboxes.
2. Support the timely distribution of incoming and outgoing post, ensuring all mail is processed efficiently and critical items are escalated as needed.
3. Provide dedicated administrative support to the Quality Assurance and Compliance Manager and the Quality and Compliance Coordinator, ensuring the smooth operation of quality assurance and compliance functions across the organisation.
4. Assist in the preparation and coordination of meetings related to quality and compliance, including but not limited to the Housing Governance Group, Customer Service Excellence (CSE), ISO14001 (Environmental Management) and ISO27001 (Information Security). This includes scheduling meetings, preparing agendas, circulating papers, minuting discussions and recording minutes.
5. Provide administrative support in the co-ordination of internal and external audits by assisting in the preparation of audit schedules, maintaining records, and tracking improvement actions based on audit findings, feedback, and best practices.
6. Provide administrative support for Information Governance by managing related tasks such as handling Subject Access Requests (SARs), Information Rights Requests, Data Breaches and general enquiries into the Information Governance inbox, ensuring all processes align with Information Commissioner's Office (ICO) regulations.
7. Monitor and track mandatory Information Governance and GDPR training, conducting monthly checks and following up with colleagues to ensure all required training is completed on time.
8. Assist in the preparation of quality and compliance reports, including gathering data and compiling information for quarterly reports on Information Governance, and feedback (comments, compliments, and complaints) to sub-committees.
9. Provide administrative support for the management of complaints, concerns, and compliments by identifying gaps in data within our information management system, Datix. Follow up with investigating officers to ensure thorough case completion and conducting quality checks on complaint entries. Ensure that all records meet the relevant standards outlined by the Housing Ombudsman and Local Government and Social Care Ombudsman.

10. Support the Quality and Compliance Coordinator with administrative tasks to support the successful delivery of the Project Board, preparing agendas, taking minutes, and assisting Project Managers in tracking project progress. This includes maintaining up-to-date project documentation and guiding project managers through administrative procedures.
11. Support the development and execution of quality and compliance related internal communication plans, including contributing to the development and delivery of internal communications related to ISO27001 and ISO14001 certifications, and maintaining relevant, accessible, and well-presented INSite pages.
12. Adhere to and keep up-to-date with policies, guidelines, procedures and practices.
13. Participate in regular supervision, annual personal development review, team meetings and other meetings as required.
14. Represent the organisation in a knowledgeable and professional manner at all times.
15. Maintain appropriate professional boundaries at all times.
16. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
17. Support the organisation by undertaking the administrative support of group wide projects.

You may, be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the group's business and interests.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

Person Specification

Quality and Compliance Administrator Quality and Business Support

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm to work for the organisation and an understanding of our strategic aims to support our clients	✓		A, I
Ability to develop positive working relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate an approachable, friendly, and can-do attitude			A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate an understanding of and commitment to our anti-racism agenda	✓		A, I
Knowledge & Skills	Essential	Desirable	
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, E
Good verbal and written communication skills, including accuracy and attention to detail	✓		A, I, E
Good interpersonal skills including listening and display empathy	✓		A, I
Excellent customer relations skills	✓		A, I
Ability to maintain and respect confidentiality.	✓		A, I
Knowledge of office systems and file management	✓		A, I

Good organisational skills and the ability to manage multiple priorities and meet deadlines	✓		A, I, E
Ability to work autonomously within agreed parameters	✓		A, I
Ability to work proactively and manage workload to meet key deadlines	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
A second Language e.g. Urdu, Polish, BSL		✓	A
Experience	Essential	Desirable	
Previous administrative experience	✓		A, I
Previous experience of customer service		✓	A, I
Proven experience of office systems and file management.		✓	A, I
Experience in data collection, retrieval and reporting		✓	A
Experience organising meetings, drafting agendas and taking minutes		✓	A, I, E
Experience in our service delivery areas (i.e. mental health, homelessness, domestic violence etc.) either as a client, carer, worker or volunteer.		✓	A