



Job Description

Title: Quality and Compliance Executive

Accountable to: Director of Housing

Key working relationships:

Internal:
Director of Finance, All Department Heads, Safeguarding Department Representatives (SDR'S), Housing, Retail and Outreach Centre staff, Committee Members and Trustees.
External:
Health and Safety Executive (HSE), UK government Agency, The Growth Company Trusted Standard Quality Assessors, Agencies, Support Organisations, Landlords Contractors and The Charity Commission.

Location: Based at our National office (Leamington Spa) with travel to locations around the UK.

Contract Type: Permanent

Working Hours: Full Time - 35 hours per week

Benefits: 25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 2 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the job:

This is a new role which will help to ensure Life's services are being delivered to the required high standards, through an analytical and disciplined review of our activities and processes.

Within this role you will provide assurance that Life's activities and processes meet both internal required quality standards, as well as any relevant legislative and regulatory obligations. This is a great opportunity for someone who really wants to drive improvement into our Charity and to act as a primary catalyst for change.

You will promote a culture of continuous improvement amongst the staff and volunteer teams, developing and implementing KPIs for quality and compliance operations.

As Quality and Compliance Executive you will oversee the Health and Safety, Safeguarding, Premises/Facilities Management, Policy Management and Quality Accreditations across the entire Charity.

Reporting to the Director of Housing, you will work key individuals to lead the development of safeguarding policies and practices, legal guidance, initiatives, data, and

performance analysis to assist the Charity in all aspects of Safeguarding and protection of children and adults at risk of harm.

You will drive a positive Health and safety culture within Life ensuring that any legislation changes are adopted throughout the charity.

You will manage the Charity's property portfolio in relation to compliance, maintenance, contracts, and services.

You will be the lead for all property related compliance activities including but not limited to Gas Safety, Fire Safety, Legionella and Asbestos across the Charity's Housing, PM Online and Retail stock.

You will manage all aspects related to the Charity's property portfolio, including acquisition, disposal and renegotiation of leases and management contracts in conjunction with relevant managers.

You will monitor, maintain, and manage Life's property portfolio ensuring our premises are safe, secure, well maintained and aligned with relevant current legislation.

You will oversee the Policy Management infrastructure to ensure policies are developed and reviewed in a timely and effective manner, ensuring policy holders are up to date with current legislation and practices.

Key achievement areas:

Health and Safety:

- You will have proven ability to interpret regulations and convert into sound, practical policies and guidance and have the ability to write well, accurately and clearly, including report writing.
- You will ensure compliance with Risk Management for Health and Safety and provide comprehensive advice to all areas of the Charity.
- You will lead the development and implementation of Health and Safety projects and conduct monitoring activities, identify areas of improvement, and create monitoring reports.
- You will conduct audits, visits, investigations, and compliance monitoring.
- You will be responsible for Liaising with external bodies such as the Health & Safety Executive (HSE) and Trusted Charity.
- Chair Health & Safety Committee

Safeguarding/Wellbeing:

- You will play an active and integral role with our Safeguarding Department Representatives (SDR's) to ensure that our safeguarding processes, reporting mechanisms, points of escalation and curriculum are of the highest quality.
- You will provide support and appropriate challenge where required at all levels of the Charity, ensuring robust reporting procedures are in place for managing

safeguarding concerns for both service users and internal staff and volunteers in conjunction with the HR Manager.

- You will also work with external agencies, support organisations and referral pathways to establish effective working relationships, ensuring external knowledge provides continual challenge to the internal delivery of safeguarding and takes into account wider best practice.
- You will have experience of implementing change within safeguarding settings, being able to work collaboratively across wider teams and have the ability to empower colleagues to be effective within all aspects of safeguarding practice.

Premises Management:

- You will work alongside the Housing, PM Online and Retail team to ensure premises audits are conducted, all works are identified, reported and completed in a timely manner and ensuring the quality standards are maintained within Life's property portfolio.
- You will oversee and manage Life's National Office ensuring it is maintained to a high quality and integral to the Charity's operations.
- You will ensure the effective running of the National office and function, responsible for equipment, e.g. photocopiers and printers, incoming/outgoing post, office supplies and storage of data.
- You will instruct contractors/suppliers to carry out compliance related works as required in our premises and address and identify remedial works.
- You will oversee and maintain a file of all works undertaken by third party contractors to include all relevant documents required.
- You will develop, implement and manage a system to ensure all works are carried out in a timely, cost effective and efficient manner.
- You will liaise with landlords and manage all of the Charity's commissioning and decommissioning of properties where appropriate in conjunction with the appropriate manager and in line with budgets.
- You will review, monitor and negotiate contracts across the charity to ensure best value for money, performance standards and contractual needs.
- Work with the Finance Director to ensure the organisation's insurance policies are adequate and up to date
- Support department heads to plan cyclical maintenance works in line with annual budgets

Internal Policy Management

- You will oversee and manage the policy register ensuring all policy holders are notified of any outstanding policies to develop, rewrite or review in a cyclical process.

- You will ensure that the policy manual is kept up to date with a comprehensive set of policies relating to areas of responsibility required by law, workplace practices, performance, values and behaviour, compliance, and accountability.

Quality Accreditation and monitoring

- You will facilitate and chair the Quality Assurance Committee ensuring that there are representatives from all areas of the Charity's functions.
- You will carry out a systematic self-assessment process across defined quality areas covering all aspects of the Charity's operations to gain and maintain independent accreditation.
- You will identify new Quality accreditation framework opportunities for the Charity to pursue to aid the delivery of Quality services and funding opportunities.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission

- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Quality and Compliance Executive

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Abilities and Attributes		
Highly professional and confidential approach	✓	
Ability to be proactive and take the initiative	✓	
Highly organised with the ability to organise others	✓	
A growth mindset; curious, proactive and open-minded to allow growth	✓	
Experience / Knowledge / Qualifications		
HND level or equivalent in business/charity administration		✓
Evidence of continuing personal and professional development	✓	
IOSH level 6 Diploma in Occupational Safety and Health leadership management		✓
Safeguarding level 3 training	✓	
Lean practitioner training		✓
Financial management and data analysis knowledge.	✓	
Problem solving and effective change management experience	✓	
Continuous improvement training	✓	
Communication		
Excellent verbal and written communication skills	✓	
Effective goal setting experience	✓	
Personal		
Committed to the vision, mission, and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Dynamic	✓	
Ambitious	✓	

Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Motivated	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
Ability to negotiate and influence	✓	

Internal Use Only

Approved By: Kerry Smart

Issue No: 1

Approved Date: 08/12/2023

Review Date: 08/12/2024