

Job Description

Quality Assurance Coordinator

Safeguarding & Review

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC06
Location:	Plough Lane, Hereford
Responsible to:	Service Manager for Quality Assurance and Performance

Main purpose of the role

The Quality Assurance Co-Ordinator is responsible for administrative and clerical assistance, to include complaints at stage 1, training events, QA reports etc. at a senior level to enable efficient service delivery.

Working alongside Service Managers and Heads of Service and other team leads to support requirements across the quality assurance service.

Ensuring the successful tracking of audits, supporting the development of processes/procedures and tools. This will include the collation of audit data for reporting, maintaining the document library to provide an audit trail within the projects.

The Quality Assurance Co-Ordinator will also provide a point of contact for communication across the service for the QA team and manage updates for the intranet website.

The Quality Assurance Co-Ordinator will support the development and embedding of templates / process and ensure the correct governance is incorporated so that robust audit records are in place to support decision making within projects.

Key Duties and Responsibilities	Frequency of Task
Main ongoing responsibilities will include the collation of audit outcomes for reporting across the service, maintaining the document library, to support the practitioners and manager/in the development and completion of audits and reports and produce data for monthly/Quarterly reports.	Daily
The Quality Assurance will support the development and embedding of templates / process and ensure the correct governance is incorporated so that robust audit records are in place to support decision making within projects.	Daily



Key Duties and Responsibilities	Frequency of Task
Set up and audit related workshops/events/activities. Manage audit tracking and reporting processes.	Daily
To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analysis and reports.	Daily
Assist in the development and implementation of the Quality Assurance Framework for Herefordshire Council by providing an administration, co-ordination and support activity	Daily
To support the service manager through monitoring of actions and ensuring the preparation of reports and actions/ responses to the various Boards.	Daily
To manage and prioritise own workload, always adhering to deadlines	Daily
Tracking of stage 1 complaints to ensure that we have data recorded for reporting.	Daily
To ensure that all recommendations and plans derived from QA activities are monitored for completion, so they can be evaluated by Managers to see if this has improved outcomes for the service delivery and outcome for children and families.	As required
To support managers to carry out workforce surveys and collate information for reporting. In doing so, develop workstreams which will transfer easily into Power-Bi.	As required
To support the Managers in designing and producing the monthly, quarterly and annual QA reports.	As required
To manage, maintain and co-ordinate meetings, workshops and events; preparation of agendas and papers as required	Monthly
To minute meetings to the required quality standard and prepare the transcription of these minutes for distribution to those present	Weekly

Supporting training events, including organisation, planning and dissemination of information to staff.	As required
Support the development of children's services	Monthly

Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
Professional or academic level GCSE qualifications in Maths and English grade C or above.	Essential	A, I
Experience & Knowledge		
Experience and passion for identifying ways of continually improving service provision by supporting QA Managers and working to the QA Framework.	Essential	A, I
Experience of participating in an Ofsted inspection and collating and presenting QA data in an understandable format, as requested.	Essential	A, I
Skills and Abilities		

• Ability to communicate effectively at all levels including children and young people and their families, senior management, colleagues and external partners	Essential	A, I
• Ability to present confidently to and respectfully challenge professionals, managers and senior leaders	Essential	A, I
• Ability to support improved service delivery and performance	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
• Ability to work independently and collaboratively with others, consulting with QA managers and others as appropriate	Essential	A, I
• Ability to prioritise and complete work in a timely manner and to a high standard	Essential	A, I
• Ability to convert excel data into information/charts which can inform improvements in service quality.	Essential	A, I
• Ability to gather and use feedback from children, families, professional partners, and the workforce to help inform service improvement	Essential	A, I

• Proven ability to operate within the policies, procedures, laws and statutory guidance that govern statutory child protection practice	Essential	A, I
• Ability to think creatively about overcoming obstacles to achieving good outcomes for children	Essential	A, I
• Enthusiastic and passionate to improve learning and practice	Essential	A, I
• Ability to effectively use IT equipment and software (ie: Microsoft Office, video conferencing, child recording systems)	Essential	A, I
Other Factors		
• Must be able to demonstrate how you build strong working relationships with managers, senior leaders, multi-agency	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
professionals and children and families in driving continual learning and service improvement		
• A commitment to continual learning about diversity, equal opportunities, antidiscriminatory and antioppressive practice and how this informs your	Essential	A, I



professional practice and learning		
• Commitment to improve the quality of services	Essential	A, I
• Ability to work flexibility in a combination of in office, remotely from home, and virtually	Essential	A, I
• Ability to work to tight timescales and deliver high quality of work	Essential	A, I
• Commitment to council's ethos of equality and inclusion	Essential	A, I





All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They **help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA** and the "way that we do things around here". **We expect all colleagues to act as a role model by living our values and setting an example for others.** Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

Sims, Suzanne

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