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| **Quality & Business Support Administrator JD** |
| **Department:** Quality & Business Support | **Reports to:** Quality Assurance Manager |
| **Why** | **Main Purpose of the Job:*** To provide administrative support to the quality and business support team in order for it to implement and monitor the organisation quality management systems
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| **What** | **Key Accountabilities:*** Provide high quality administrative support to the Quality team and the Health and safety committee including minute taking and booking meetings, ensuring that all secretarial and administrative tasks are handled efficiently and effectively
* Data entry, processing of confidential information forms and report preparation using Microsoft Word or Excel
* Maintaining databases and files for incident/accident, on-call, stakeholders, surveys, safeguarding, complaints, etc.
* Keeping accurate records for quality assurance purposes
* Helping to manage and respond to general enquires received via email within a timely manner and in adherence with quality and compliance standards
* Collaborating with or deputizing for other administrative roles within central teams.
* This job description does not reflect an exhaustive list of the requirements of the post. You are expected to undertake any other reasonable duties as decided by your line manager.

**This job description is supported by behavioural competencies that set out the requirement of the role in more detail.** |
| **Context** | **Environment:*** Predominantly office based in Tottenham Hale, London but with hybrid home/office working expected, although will involve visiting services as and when required.
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| **Scope:*** Liaising with people we support and stakeholders
* Working with staff at all levels internally
* To work in partnership with other central teams to ensure consistency.
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| **Date JD reviewed:** April 2023 |
| **Person Specification** | **Requirements** | **Essential/Desirable** | **Assessed by Application / Test / Interview** |
| Good level of English language, literacy and numeracy skills. | E | A/T/I |
| Good level of Microsoft Office based IT Skills – in particular Excel | E | A/T/I |
| Previous administrative experience  | D | A/I |
| To be able to set own work agenda and make sure all tasks are completed. | E | A/I |
| Excellent Attention to detail. | E | A/I |
| **Skills** |
| Team work - working consistently, to agreed goals. | E | A/I |
| A methodical approach to each task. | E | A/I |
| Working on own initiative and without direct supervision.  | E | A/I |
| Exceptional customer service skills | E | A/I |
|  | Being committed to Outward’s values and promoting the equality, diversity and inclusion | E | A/I |

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| **Our values** |
| **Engaging***We listen to what people say, we involve people, we are honest and open* | We act responsiblyWe appreciate and respect individuals We are welcoming and inclusive  |
| **Enabling***We facilitate, we assist and we support to make things happen* | We are committed, passionate and hard working We support to people make informed choicesWe build upon excellence |
| **Empowering***We inspire and we encourage, supporting people to take control* | We are flexible and creativeWe learn, question, challenge and reflect |
| **Safeguarding Statement** |
| Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment.  If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward. |

**This job description is an accurate reflection of the responsibilities of the post at the time of writing but may be subject to change from time to time to meet the changing requirements of the Company**