

JOB DESCRIPTION

Title	Data and Quality Officer
Reporting to	Services Development Manager
Hours	FT 36 hours per week,
Salary	£23,587 pro rata
Location	Peckham

Pecan is a highly respected and dynamic Christian charity. We have been working throughout Southwark for 30 years, helping people who face seemingly impassable barriers to find a way through, re-write their futures and flourish. Our strong staff and volunteer team work with the most vulnerable people to transform lives and communities. Our work is founded on our mission, vision and values, and we are committed to showing kindness, raising self-belief and inspiring hope for the future in the individuals we serve.

When working for Pecan, you can expect to become a valued member of a diverse and supportive team. In addition to a place in our 30-year legacy, you will receive a generous holiday allowance, pension contribution and life assurance cover. You can also expect regular team meetings and social opportunities, and a variety of other benefits.

Purpose of the Post

Your role will be to ensure that the product and or service the project provides is fit for purpose, is consistent and meets both external and internal requirements. This includes legal compliance and customer expectations. Liaison with other managers and team members throughout the project to ensure that the process and procedures applied to project delivery are functioning properly. Where appropriate, advice on changes and how to implement them and provide training, tools and techniques to enable others to achieve quality standards.

We want to hear from you if you:

- Have experience of working with data and competent in using Excel
- Have experience of being responsible in ensuring and checking quality in work.
- Are a people person with strong communication skills

Main responsibilities

1. Data and Quality

- 1.1. Responsible for the development and ongoing maintenance of robust quality management systems ensuring the caseworkers statutory duties are fulfilled and exceeded.
- 1.2. Ensure systems and services are monitored and reviewed in order to continually improve quality and outcomes for the clients that we support
- 1.3. To ensure, as part of the quality management system, the programmes meet its contractual requirements agreed with the Subcontractors.
- 1.4. Working closely with the Services Development Manager and Programme Leads to ensure the process and procedures support the effective transfer of information from sub-contractors.
- 1.5. Keep abreast of regulatory developments within or outside of the company as well as evolving best practices in compliance control
- 1.6. Prepare reports and graphs for senior management and external regulatory bodies as appropriate.
- 1.7. Periodic reviews of compliance and systems.
- 1.8. Conduct observations of staff and services provided to clients when required as part of Quality control.

2. Team Working

- 2.1. Support the Project Managers in all aspects of delivering the project successfully
- 2.2. Support team members with their cases and share your knowledge and expertise
- 2.3. Review the work of colleagues when necessary to identify compliance issues and regularly update programme leads.
- 2.4. Provide advice or training for staff where required to ensure quality is maintained and quality is met.
- 2.5. Participate in ensuring the wellbeing of the team and be flexible within your role

3. Administration

- 3.1. Use the databases and IT systems provided.
- 3.2. Develop and maintain the IT databases and case management systems to ensure best practice and quality.
- 3.3. Complete administrative tasks as required for projects
- 3.4. Complete requested reports and contribute to the monitoring and evaluation of the project
- 3.5. Contribute to the promotion of the project in line with marketing guidelines

- 3.6. Ensure all records are kept in accordance with Pecan's and the project's data protection procedures

4. Wider organisational responsibilities

- 4.1. Attend Pecan team meetings as and when required, including meetings where there may be prayer and reflection
- 4.2. Read the core policies and adhere to all policies and procedures
- 4.3. Carry out other duties as agreed by your line manager or the Chief Executive Officer
- 4.4. Undertake responsibilities associated with being a member of the Pecan team
- 4.5. Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner
- 4.6. In agreement with your line manager, pursue a personal programme of learning and development to enhance your skills and performance

This post will require a DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

Pecan is an equal opportunities and disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the essential criteria.

PERSON SPECIFICATION

This specification will form the short-listing criteria.

Knowledge, Skills and Experience (essential):

- Have experience of working with data and collating information from databases
- Have experience of being responsible in ensuring and checking quality in work.
- Excellent IT skills especially in using Excel
- Excellent attention to detail
- Excellent administration skills
- Strong feedback and reporting skills
- Are a people person with strong communication skills

Knowledge, Skills and Experience (desirable):

- Experience of the voluntary and community sector
- Experience of working in a large employability sub-contractual partnership

- Experience of providing training
- Experience of working as an advisor or caseworker and following contract requirements.

Personal Qualities:

- Commitment to the goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions
- Strong interpersonal skills
- Flexible to work at different times and in different places, with the ability to organise work, take responsibility and work on own initiative
- Encouraging and resilient with a strong positive attitude
- A sense of humour
- Resourceful and imaginative, bringing creativity to the role
- Ability to work well in a team and unsupervised
- Confident and self-motivating
- Ability to review your effectiveness and learn from your mistakes

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