

<b>Job title</b>	<b>Quality Assurance Manager</b>
<b>Department</b>	Service Delivery
<b>Line Manager</b>	Head of Service Delivery
<b>Salary</b>	Band E starting at £29,250 per annum
<b>Working Hours</b>	Full time, 40 hours per week Flexible working and job share will be considered
<b>Location</b>	Head Office, Exeter The first 1 month will be office based (in accordance with latest government guidance relating to COVID-19), after which homeworking options will be available.
<b>Closing Date</b>	9am on Monday September 21 <sup>st</sup> 2020
<b>How to Apply</b>	Application forms can be downloaded from: <a href="https://braininhand.co.uk/careers/">https://braininhand.co.uk/careers/</a> Applications should be sent to <a href="mailto:recruitment@braininhand.co.uk">recruitment@braininhand.co.uk</a> for the attention of Lynn Bowman, Head of Service Delivery.
<b>Company Profile</b>	Brain in Hand is a dynamic and rapidly growing technology company with a mission to transform the lives of people with autism, mental health difficulties and neurological conditions using cloud-based software, high quality in-person and remote specialist support.  At Brain in Hand we are passionate about the power of technology to transform lives and services. Our Service Delivery team is responsible for ensuring that our customers have a first-class experience, and you will be joining a highly skilled and motivated team who, whilst sharing a number of core accountabilities, each have specific areas of expertise and additional responsibilities.  From their initial enquiry about our services to being established Brain in hand users. The team deals with requests for information, orders and purchases, liaises with family members and support organisations coordinating the set up and delivery of the ongoing specialist support for Brain in Hand users.

<p><b>Job Description</b></p>	<p>As a new role in the business, the post holder will have the opportunity to help shape our approach to quality assurance. You will be responsible for ensuring that anyone who works directly with end-users on Brain in Hand's behalf is delivering an outstanding service. This includes our Response Services, who provide remote support to over 2000 users; Brain in Hand Specialists, who deliver personal planning sessions for all new Brain in Hand users; and all staff across the Service Delivery Team.</p> <p>You will audit set, and ensure that Key Performance Indicators are being monitored and reported on. Producing and monitoring quality improvement plans to meet or exceed KPI targets.</p> <p>Facilitate continuity across all planning session provision, support the training and continual professional development of Specialist practitioners, and also support the training and ongoing development of our Response Services.</p> <p>There will also be line management responsibility for the Quality Assurance Support Officer, who will support with certain tasks in this role.</p> <p>You must be highly motivated, organised and focussed. Our business is growing rapidly. There will be opportunities for rapid progression for the right individuals.</p>
<p><b>Key tasks within the role include (but are not limited to):</b></p>	<p>Tasks:</p> <ul style="list-style-type: none"> <li>• Set, audit and report on KPI's and the performance of Specialists, Response Services and internal Service Delivery team</li> <li>• Support training appraisal to quality assure best practice is disseminated and attainable by internal staff and sub-contractors to meet or exceed company KPI's</li> <li>• Review the user journey and engagement from quality perspective</li> <li>• Lead projects to achieve industry standards for quality, including TSA Quality Standards, DSA/NMH Quality Framework and ISO.</li> <li>• Ensure that all Specialists are recruited, inducted, and trained to meet agreed KPI's, legislative &amp; regulatory body standards, and company policies &amp; procedures.</li> <li>• Become qualified as a Specialist and Specialist instructor to Support delivery of induction training.</li> <li>• Lead regular review meetings with subcontractor organisations that provide bespoke Brain in Hand services, such as Specialist Support and Response Services, to enable us to monitor performance and convey new processes and best practice</li> </ul>

	<ul style="list-style-type: none"> <li>• Deputise for Head of Service Delivery for complaints and safeguarding as needed</li> <li>• Support the Head of Service with reviews of process / procedure and quality assurance reporting, actions and outcomes</li> <li>• Contribute to other cross-company projects to support company objectives</li> </ul>
<p><b>Essential Skills</b></p>	<p>QA Experience:</p> <ul style="list-style-type: none"> <li>▪ QA qualification such as a Level 3 TAQA (Training, Assessment and Quality Assurance) or work towards in first 6 months</li> <li>▪ Minimum of 2 years' work experience in similar role in a Health, Social Care or Education setting</li> <li>▪ Completer/finisher with excellent attention to detail</li> <li>▪ Awareness of how quality assurance positively influences the customer experience</li> <li>▪ Experience of taking a lead role in Safeguarding process</li> <li>▪ Solid organisational, planning and project management skills</li> <li>▪ Uses own initiative to plan, manage and prioritise their time, working to strict deadlines</li> <li>▪ Previous team management or task management experience</li> <li>▪ A hands-on approach, leading by example</li> <li>▪ Analytical mindset, a creative thinker and problem solver</li> <li>▪ Ability to collate and analyse data</li> <li>▪ The ability to shape and promote your own ideas</li> <li>▪ Commercial awareness, with a customer-focussed outlook</li> <li>▪ Excellent team working skills and the ability to coordinate others</li> <li>▪ Experience of working within General Data Protection Regulation (GDPR)</li> <li>▪ An excellent phone manner and written communication skills (SMS text, email)</li> <li>▪ A passion for improving peoples' lives</li> </ul>
<p><b>Desirable Skills</b></p>	<p>Candidates will ideally have:</p> <ul style="list-style-type: none"> <li>▪ Advanced skills in Excel for analysing and interpreting data</li> <li>▪ Experience in coaching / training / mentoring individuals</li> <li>▪ Confidence presenting, and delivering or facilitating training or webinars with both groups and individuals</li> <li>▪ Confidence working with mobile technology – iOS and Android smartphones and tablet devices, downloading apps, internet</li> </ul>

	<p>and Wi-Fi connectivity on laptops / PCs / devices, cloud-based software, using Skype, etc.</p> <ul style="list-style-type: none"> <li>■ Some experience of working with assistive technology or an understanding of the potential that AT has to change lives and to increase efficiency</li> <li>■ An understanding of the impact hidden impairments may have on learning, confidence and independence.</li> </ul> <p>We would welcome applications from those with previous experience:</p> <ul style="list-style-type: none"> <li>■ in a Quality Assurance role within Health &amp; Social Care, NHS or Educational settings</li> <li>■ as a manager within a Sector adhering to an external regulatory body such as CQC, OFSTED with responsibility for ensuring adherence to both regulation and legislation.</li> <li>■ Continuous improvement or team leader responsible for QA standards.</li> </ul>
<p>Additional Information</p>	<p>This is a customer-facing role, engaging with vulnerable service users so a DBS check will be required prior to independent working.</p> <p>Please visit <a href="https://braininhand.co.uk/careers/">https://braininhand.co.uk/careers/</a> for details of other roles being advertised within the team.</p>