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| **GWHA: ROLE PROFILE** | | | | | |
| **JOB TITLE** | Quality Assurance Manager | | **GRADE** | | EVH Grade 8 |
| **REPORT TO** | Corporate Director | **DATE COMPLETED** | | December 2024 | |
| **CORE RESPONSIBILITIES**  Leading the delivery of projects aligned with strategic priorities. Driving a culture of enhanced customer service, robust governance and optimum performance. High level of technical/specialist knowledge. Leading co-ordination of core internal/external services, performance, and stakeholder communication. Engaging in effective, appropriate professional conduct. Leading the development of comprehensive and accurate records, reporting and administrative systems that demonstrate compliance with legislative and regulatory standards, reflecting best practice and mitigating risk. Reporting to Directors as required, with line management responsibility through the Corporate Director for outcomes and performance, and accountability to the Management Committee through the Chief Executive. | | | | | |
| SCOPE: Towards 2028: Shaping Thriving Communities A member of the Management Team based in the Corporate Team, working closely with staff, assisting in delivery of strategic projects towards performance leadership, compliance and service excellence. Flexibility and scope of role to reflect organizational priorities, change, and progress towards 2028 vision. | | | | | |
| KEY DUTIES:  1. Assembling and leading teams to ensure delivery of projects aligned to strategic priorities.  Developing robust performance management frameworks.  1. Actively contributing to policy and strategy development, including EQIA[[1]](#footnote-1) and compliance self-assessments. 2. Monitoring and reporting on policy/procedural compliance extending to GDPR[[2]](#footnote-2) and FOI[[3]](#footnote-3). 3. Coordinating, analysing and presenting performance and compliance reports across all functions. 4. Ensuring accurate and timely completion of regulatory returns (including the ARC[[4]](#footnote-4)). 5. Scrutinising and validating performance data & statistics. 6. Liaising with Teams to identify and implement process efficiencies. 7. Ensuring appropriate performance bench-marking. 8. Managing service satisfaction and complaints monitoring and analysis. 9. Monitoring delivery of service improvements, including systems audit actions. 10. Consulting with service users (including tenants groups) regarding proposed changes to policies, services and activities. 11. Evaluating services initiatives. 12. Reviewing corporate publications prior to issue to ensure appropriate format, context and content (e.g. newsletter) 13. Ensuring accurate and up to date communications via website and other social media and ICT platforms. 14. Working with external stakeholders, suppliers and management information systems to extract, consolidate and manipulate data for the production of performance and regulatory reporting. 15. Developing measures that demonstrate continuous improvement and customer service excellence. 16. Coordinating and attending consumer panel and other performance meetings as required. | | | | | |

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| **COMPETENCIES** | |
| Team Working | Experience of assembling and leading teams.  Proactively engages with others to ensure accurate and comprehensive information is shared.  Operates in a collaborative manner, actively contributing to, and participating in, team discussions and activities.  Preparing and delivering training where required, to ensure staff have the right skills to deliver excellent customer service.  Promotes and engages in positive team work, respecting the contribution of others.  Experience of inter-disciplinary team work.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Further educated to Degree level or equivalent; or demonstrable extensive experience of RSL reporting requirements or performance management/quality frameworks.  Quality management/audit qualification and/or experience  Comprehensive understanding of the housing sector, its wider environment and the changing role of RSLs.  Practical experience of the SSHC, the Annual Return on the Charter and Complaints Handling.  Appropriate knowledge and specialism to reflect the core responsibilities and scope of role.  Thorough understanding of performance and compliance frameworks. |
| Professionalism | Operates within the framework of policies and procedures and actively contributes leads the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Embraces a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Resilient, Self- motivated, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved.  Customer and outcome focussed. |
| Organisational & analytical | Highly organised with focus on order and quality.  Robust attention to detail and accuracy.  Strong analytical and judgement skills.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Responsive to changing demands. |
| Communication & ICT | Displays confidence and professional rapport with internal and external stakeholders.  Focussed, persistent and confident in pursuit of policy, performance and compliance objectives.  Excellent communication, language, letter writing and presentation skills.  Effective contribution and input to reports, newsletters and corporate publications.  Strong ICT skills: Particularly Excel, Outlook, Word, PowerPoint; familiar with publisher software |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, Ethical; promoting equality, value, diversity and sustainability |

1. Equality Impact Assessments [↑](#footnote-ref-1)
2. General Data Protection Regulations [↑](#footnote-ref-2)
3. Freedom of Information [↑](#footnote-ref-3)
4. Annual Return on the Charter [↑](#footnote-ref-4)