

Job Title Accommodation - Quality Assurance Manager

Responsible to: Head of Accommodation

Job Purpose

To ensure that the organisation has a clear involvement and co-production structure that is ambitious and inclusive.

To ensure that co-production is fully embedded at every project.

To lead on internal peer reviews and continuous improvement.

To support managers and staff to develop best practice.

To imbed our delivery of Psychologically Informed Environments and Trauma Informed Care.

Main Tasks

Customer Involvement

To ensure customer representation at every level of the organisation.

To take the lead on co-production initiatives and projects across accommodation services.

To lead on customer influence at a strategic level, ensuring that customers are involved in the development and scrutiny of practice.

Quality & Engagement Team

To provide direct line management to the Quality and Engagement Team.

To use data to support the accommodation department in developing practice, and to win new business.

Practice and Innovation

Administer a comprehensive programme of peer reviews to effectively monitor compliance and performance, identifying trends and actions required.

To plan and deliver training and other learning activities to staff and customers.

To coordinate the review and development of relevant operational policies and procedures.

Maintain knowledge of best practice innovations in the sector through effective networking.

Act as a central point of contact for customer complaints, provide guidance to staff in handling complaints and manage stage two complaint investigations.

Staff Management

To lead the Quality Team.

To recruit, manage and lead staff ensuring they are trained in their duties and are appraised of their performance.

Set clear standards and targets for staff to monitor their performance through the performance management framework and identifying training needs where appropriate.

To manage absence, disciplinary and grievance procedures appropriately and in line with procedure.

To keep accurate financial records and to set and monitor the Quality Team budget.

Other duties

To act in accordance with the aims of YMCA Trinity Group.

Organise, attend and facilitate relevant meetings and events, some of which will be held outside of office hours. Carry out all associated administration.

To carry the responsibilities of the post with due regard to the Equal Opportunities Policy, the Code of Conduct, Health and Safety and other policies adopted by the Board.

Any other duties within the scope of the post as directed by the senior staff.

A commitment to Safeguarding and promoting the welfare of children, young people and adults at risk.

This role is not considered to have a Genuine Occupational Requirement.

PERSON SPECIFICATION

Knowledge	Essential	Desirable	Method of Assessment
Knowledge of the issues and barriers facing homeless people and how to overcome these	√		Application
Knowledge of the supported housing sector and of support services offered to vulnerable people	√		Application
An understanding and commitment to the principles of co-production and customer involvement	√		All
High level proficiency in all MS Office products, with advanced skills in Excel	√		All

Qualifications	Essential	Desirable	Method of Assessment
Good general education to A level / NVQ 3	√		Application
A relevant qualification or demonstrable experience in statistical analysis.	√		Application

Experience	Essential	Desirable	Method of Assessment
Experience of Co-Production and/or community consultation	√		All
Experience of working with vulnerable people		√	Application
Line Management skills or experience	√		Application
Experience of delivering and facilitating training	√		Application
Experience of managing projects and initiatives to deadline	√		Assessment

Experience of producing information and statistics for a range of end users	√		Assessment
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Skills & Abilities	Essential	Desirable	Method of Assessment
Ability to inspire, enthuse and motivate peers and customers	√		Assessment
Excellent administration and IT skills, including experience of collating and analysing data, and producing clear concise reports and information	√		Assessment
Effective communicator with excellent interpersonal skills, including influencing and negotiating with key stakeholders and the ability to work collaboratively and inclusively	√		Assessment
A creative and quantitative approach to problem solving.	√		Assessment
Ability to organise and prioritise your work, manage your own time and plan workload to meet deadlines and commitments to customers	√		Assessment

Personal Qualities	Essential	Desirable	Method of Assessment
A passion for delivering service excellence, with a strong appreciation of the sensitivity of personal data.	√		All
Good interpersonal skills, sufficient to communicate with a wide range of staff and external contacts	√		All
Able to travel independently between YMCA sites	√		Application

Comfortable and confident when interacting with senior managers	√		Assessment
Sympathy with the Christian Aims and Purposes of the YMCA	√		Assessment
High levels of honesty, integrity and discretion	√		Assessment

The role could be based at any of the organisation's accommodation sites, but will necessitate frequent travel throughout Cambridgeshire & Suffolk and beyond. Working from home or non-YMCA bases will also be possible. From time to time some work will be required in the evenings or at weekends.