

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT POSTHOLDER	Children's Safeguarding & Social Care Vacant
SECTION GRADE	Quality Improvement Service Scale 6
POST DESIGNATION	Quality Improvement Officer

Job purpose:

- To lead on the quality assurance of data held and contribute to service improvement by providing information, data, analysis and reporting within the service.
- To operate flexibly as part of the business support staff group so that core business support functions are delivered.
- To contribute to the development of efficient and effective business support arrangements that add value to the service provided to service users.
- To be responsible for day to day processing and management of financial information for the service, to ensure accuracy and up to date information is maintained and there will not be a significant negative impact on the service and other organisations

Main Duties:

- To provide administrative support to frontline staff carrying out such duties that are required to ensure the smooth and efficient running of the service, including distribution of mail and being the first point of contact (either by telephone, email or face to face). Deal sensitively with all enquires, assessing needs and providing the most appropriate response including advice and guidance, signposting to other sources of help and involving other internal and external professionals as necessary.
- To lead on the tracking of data and collecting, collating, scrutinising, interpreting and producing outputs and be responsible for implementing follow up actions and distributing information.
- To input, update and interrogate information relating to service users.
- To support staff and leaders and take responsibility for ensuring data is up to date and tasks are completed within defined timescales.
- To prepare, analyse and provide detailed and complex reports and management and performance information as required.

- To be responsible for the accurate complex calculations of payments to all agencies and service users and to ensure all purchase orders are created on the system accurately against the child's record such as petty cash, placements and any invoices from agencies.
- To take the lead in running financial reports and present findings to management team and rectify any discrepancies.
- To be responsible for day to day accounting processes and carry out financial accounting tasks relating to the use of delegated budgets and staffing, including the processing and transactions of cash payments, allowances and monitoring of invoices on in house database as directed.
- To assist with setting up bank accounts for service users.
- Maintaining and develop systems for holding information on case files, storage, retrieval, transfer and archiving.
- To undertake minutes of meetings to a high level of standards this may include sending invites and distribution of any documentations.
- Actively contribute to team meetings and update members on relevant statistical information such as caseloads, reviews etc. to identify and rectify discrepancies
- To undertake tasks relating to case audits and quality assurance activity within the service area.
- To work closely with colleagues and other agencies inside and outside of the organisation to ensure effective data collection, statutory reporting and information sharing as required.
- To be responsible for producing statistical data used to monitor and improve data quality and the quality of service which can be used by a wider audience.
- Manage the unit's diary, organise meetings including sending invitations, arranging venues and circulating papers.
- To support with subject access requests.
- To ensure data is exchanged and handled in accordance with the data protection act and agreed procedures.
- To keep up to date with all legislation, regulations, guidance, policies and procedures relevant to the post.
- To undertake any other work appropriate to the level and general nature of the post's duties.

