**Job Description**

**Job Title:** Quality and Compliance Officer - Restart Project

**Responsible to:** Programme Manager

**Salary:** £27,000.00 per annum

**Hours:** 35hrs per week

**Job Purpose**

The purpose of this role is to ensure the project services are delivered to a high-quality standard and is always fully compliant with the contract terms and conditions. The role is central to maintaining and developing positive professional relationships with a variety of internal and external stakeholders, including employers, contract holder, funders, and clients, to facilitate an efficient and effective delivery of service.

The postholder will be a key member of the team owning and delivering the Restart project.

**Role and Responsibilities:**

* 1. Review internal processes and explore and deliver innovative solutions to improve current ways of working.
  2. Manage relationships and expectations of the team’s customers, clients, and external parties.
  3. Responsible for timely production of all documents relating to quality control and compliance.
  4. Implement the client management system.
  5. Develop reporting mechanisms and ensure they are up to date.
  6. Proactively audit processes, practices, and documents.
  7. Undertake Quality and Compliance Audits in line with regulatory, contractual and company requirements.
  8. Record analyse and report findings from audits and quality reviews.
  9. Produce SMART action plans in line with audit and review findings, supporting company-wide continuous improvement.
  10. To raise serious non –compliance and risk issues to the Operations Manager immediately

**General**

* 1. To be a team player
  2. To comply with company procedures
  3. To promote continuous quality improvement.
  4. To develop an understanding of the work of the wider Charity delivery and are willing to learn from and support its growth.
  5. To attend and participate in team meetings as requested.
  6. Respect confidentiality of service users and key stakeholders.
  7. To carry identification badge when on company business.
  8. To maintain CPD for yourself and reporting team by attending training, reading and other relevant activities.
  9. To take every opportunity to promote Develop services to potential customers using marketing material wherever possible.
  10. To undertake any reasonable ad hoc tasks consistent with the position that are requested by the Operational Manager.
  11. To keep an electronic diary constantly updated checking with the Operational Manager before making any appointments not connected with work.
  12. Advise the Operational Manager of any issues that are impacting on your ability to be successful within your role, at the earliest opportunity.