

**Job Title:** Assurance and Quality Administrator  
**Reporting to:** Assurance and Quality Manager  
**Direct Reports:** 0  
**Job Band:** Band 7  
**Size of Team:**

The Assurance and Quality Administrator is a member of the national People and Organisation directorate. The post holder will support the Regional Assurance & Quality (A&Q) Managers in assessing and reporting the region's compliance with regulatory, internal and customer standards.

The post-holder will be the key point of contact and administrator for the regions' quality and assurance data collection tools.

The post holder will work with the Regional A&Q Managers to champion and promote compliance with a broad range of quality and service standards within the region.

Occasional evening or weekend attendance at events may be required.

## Key Responsibilities

- Support the Regional A&Q Managers in reviewing the region's performance and compliance with a wide range of regulatory and quality standards.
- Maintain records and documentary evidence in support of the quality agenda, including service user feedback, assurance processes and investigations.
- Take responsibility for delegated activities in support of reporting and progressing the quality and standards agenda in the region. This may include liaison with staff, volunteers, managers and external organisations, driving timely reporting and response.
- Track and maintain reporting timescales, follow up actions and progress monitoring systems to ensure change is being delivered within the region.
- Field enquiries regarding compliance, statutory and regulatory requirements and SJA policies from employees, volunteers and external partners.
- In agreement with the Regional A&Q Managers provide administrative support to volunteers involved with clinical, quality or assurance work within the region.
- Actively promote quality standards, statutory and regulatory compliance and best practice.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

## You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) including Maths & English	✓	
<b>Experience</b>		
Experience of administrative work	✓	✓
Experience of using databases and common reporting tools such as Excel	✓	✓
Experience of working in a busy, customer focused environment	✓	✓
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	✓
Ability to use Microsoft® applications at advanced level	✓	✓
Attention to detail and ability to prioritise	✓	✓
Awareness of St John Ambulance relevant policies	✓	✓
Able to interpret and cascade advice and information in ways appropriate to the audience.	✓	✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: KR

Date of preparation: 10/01/2019



## BE PART OF A LIFE SAVING TEAM

