

Job Title:	Regulatory Assurance Manager	Job Band:	Band 3
Reporting to:	Head of Assurance and Quality	Size of Team:	
Direct Reports:	1		

The Regulatory Assurance Manager is a member of the national People and Organisation directorate and the Assurance and Quality team. The post holder will be responsible for overseeing, monitoring and reporting that required regulatory standards are being routinely maintained within SJA operations. In line with SJA service delivery, the major focus for regulatory compliance is the Care Quality Commission and NHS Improvement standards, although engagement with other regulatory standards may also be required. The post holder will be the nominated contact for the Care Quality Commission.

Key Responsibilities

- Review the organisation's performance and compliance with regulatory standards across all functions, as identified by statutory legislation and relevant regulators.
- Support the development of and monitor progress against operational and strategic plans to improve regulatory compliance in service delivery. Report against timescales and agreed performance indicators.
- Working with internal communications and other stakeholders, provide training and updates on regulatory requirements for services and share learning about lapses in quality to prevent further occurrence.
- Support regional and operational teams in preparing for regulatory inspections. Requirements will include the development of internal assessment tools, planning and delivering mock-assessments, feedback and subsequent monitoring of appropriate action plans.
- Act as SJA's main point of contact and coordination for CQC, particularly around assessment requirements and timeframes.
- Build effective relationships with a wide range of SJA stakeholders in support of regulatory compliance and maintaining quality and standards. These to include regional and national staff and volunteers.
- Champion understanding of and engagement with the quality agenda in respect of regulatory requirements.
- To provide effective and consistent line management to direct reports creating a culture that is in line with SJA values and ensures effective service delivery and well-motivated and engaged staff.
- Implement a performance management culture in line with SJA policies, including making sure that 1-1s, PDRs and team meetings take place regularly and with recorded outcomes and actions.
- 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
- Be confident with working remotely and using technology
- Have willingness to learn and adapt new skills
- Be resilient and adaptable and able to work well under pressure and thrive on being given challenges and responsibility

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
Education and Qualifications		
Educated to GCSE level (Grade C) or equivalent inc. Maths & English	✓	
Quality or systems qualification, degree in social science		✓
Experience		
Sound knowledge of quality assurance and relevant health care regulation, requirements, including CQC and NHS improvement methodologies.	✓	
Experience of building strong and effective partnerships both internally and externally	✓	
Experience of planning and preparing for CQC inspections or equivalent.	✓	
Skills, knowledge and abilities		
Sound knowledge of quality assurance and relevant health care regulation such as CQC requirements.	✓	
Excellent interpersonal skills with ability to form effective working relationships with people of all levels in the organisation.	✓	
Ability to use Microsoft® applications at intermediate level and to prepare programme documentation.	✓	
Able to organise and plan a varied workload to deliver agreed objectives to time.	✓	
Ability to address problems and issues in a systematic and structured fashion as well as the ability to appreciate complex situations from different points of view and respond accordingly.	✓	
Possess strong leadership, negotiation and communication skills	✓	

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: SM

Date of preparation: 10/01/2019



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