

Job Profile

Job Title: Quality and Data Officer
Grade: Level 3 Zone 2
Salary Range: £40,911 - £46,453

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

The Quality & Data Officer is an essential and dynamic role within Adult Social Care (ASC). You will be involved in ensuring the accuracy, completeness, and reliability of the Camden's Adult Social Care data in line with data quality standards. This role will support us in our journey of being a more data mature local authority, using data to drive our quality assurance and practice insights.

Data can tell us a lot about how well we are delivering services to residents, the impact of our support and areas of focus to ensure quality service delivery. This role will require you to use data from our management information system Mosaic, to understand practice on the ground, alongside effectiveness of our processes, workflows and reporting systems. You will be responsible for assessing, reviewing and fixing data quality issues on mosaic, along with appropriate documentation, working closely with managers and teams to resolve data quality issues and reporting on practice development areas.

You will have an integral role in the internal auditing process, working with the Quality Assurance Lead to develop the reporting and mosaic functionality of the ASC Auditing Framework, using data insights to identify trends and areas of focus for quality assurance activities and assisting with reporting of them.

In this role you will lead on data quality assurance, including reporting, reviewing and interpreting data quality issue alongside identifying their root causes, patterns and trends. Implementing corrective actions and identifying opportunities for process improvements to enhance data quality. Contributing to regular reports on data quality metrics and improvement efforts. Alongside using insights from data work to feed into change management projects such as the mosaic workflow development, attending and inputting into the Mosaic Change Groups.

You will be responsible for helping to identify the root causes of and correcting data quality issues directly in the Mosaic application, alongside collaborating with data colleagues and other departments to ensure front-end systems are optimized for data accuracy and recording. You will also be required to participate in system testing to ensure changes do not negatively impact data quality.

You will assist with training staff, with the aim of embedding the learning from data quality work, to promote continuous improvement and learning across ASC to support best practice, alongside collaborating with other departments to improve data collection and entry processes.

The role will also support the wider work of the Adult Social Care Quality Assurance unit, including participation in the Quality Action Group, supporting the internal audit process and supporting the delivery of the Quality Action Plan and Quality Assurance Framework.

About you;

- At least one year's experience in either data management, data quality assurance, and/or equivalent experience in adult social care
- Be up-to-date with industry best practices and emerging trends in data quality management.
- Strong analytical skills and attention to detail.
- Proficiency in interpreting outputs from data analysis tools (e.g. Excel, Qlik, PowerBI)
- Familiarisation with front-end systems for case management tools (e.g. Mosaic).
- Excellent problem-solving abilities and a proactive approach to identifying and addressing data issues.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Familiarity with data governance and data quality frameworks.

Work Environment

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. The base will be in Pancras Square but you may also need to attend meetings at other locations within the borough as specified by the service.

People Management Responsibilities

None

Relationships:

You will work closely with SMT and the extended management team to ensure they have access to appropriate advice and administrative support to carry out their duties effectively in relation to complaints, Members enquiries, freedom of information requests, subject access requests and requests for service visits by external partners.

You will be expected to work collaboratively with a wide range of external and internal stakeholders, including the Council's Corporate Management Team and Elected Members (Councillors).

You will work with citizens from the borough including those who draw on care and support and Carers.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,