

## Job Profile Information: Quality Assurance Lead

This supplementary information for *Quality Assurance Lead* is for guidance for Job Level 4 Zone 1

### Camden Way Category 4

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

*Quality Assurance/Audit Practice Lead required to support Ofsted readiness and ongoing commitment to practice and service development. Ensuring we are working towards the objectives in our Quality Assurance Framework, aligning this with Ofsted readiness and service/divisional plans*

#### Example outcomes or objectives that this role will deliver:

- *You will be expected to lead on a project on the equality of practice with regards to different demographics as part of equality and diversity work.*
- *Manage the audit process: allocating, quality assuring, collating and analysing audit data and quality; identifying themes, strengths and areas of development.*
- *Leading on audit moderation: providing training, support, guidance and feedback to ensure that auditors are using the tool in a consistent way (underpinned by RFP), whilst still retaining their own professional judgement in order to richer more holistic and reliable data.*
- *Produce reports that evidence data analysis and use this information to devise SMART plans at each level within the service to work towards best practice in addition to informing systems.*
- *Creating 6 weekly audit reports to SMT and comparing this to overall dashboard data to consider how the sample of audits fit with the wider picture and the previous period. Ensuring actions are followed through*
- *Working with the data team to develop the RFP dashboard audit sheet, to allow us to pull qualitative and quantitate data from RFP audits, in a seamless and clear way.*
- *Following audits, to ensure that recommendations are followed on cases and impact recorded. To ensure that there is a continual learning loop with managers and front line staff.*

**People Management Responsibilities:**

*No direct reports.*

*Full management of audit process and procedure*

**Relationships;**

*Regular liaison with Head of Service, Service Managers and Team Managers*

*Occasional need to present to Directors and Deputy Chief Executive*

*Occasional work with frontline practitioners*

**Work Environment:**

*Office based (Work From Home during COVID)*

**Technical Knowledge and Experience:**

Essential:

- Experience of managing a team and/or system
- Experience of collating, analysing data and producing and presenting reports

Desired:

- Experience and knowledge of RFP (Resilient Families Programme)
- Experience of MOSAIC database system

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)