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| Last updated: | 17 December 2024 |

JOB DESCRIPTION

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| Post title: | Senior Quality and Compliance Administrator | | |
| Academic Unit/Service: | National Institute for Health and Care Research Evaluation, Trials and Studies Co-ordinating Centre (NETSCC)School Healthcare Enterprise and Innovation | | |
| Faculty: | Medicine |  |  |
| Career pathway: | MSA | Level: | 3 |
| Posts responsible to: | Senior Quality and Compliance Manager | | |
| Posts responsible for: | None | | |
| Post base: | Office-based-Hybrid working model | | |

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| Job purpose |
| As part of the Contract Performance and Compliance team within National Institute for Health and Care Research Evaluation, Trials and Studies Co-ordinating Centre (NETSCC), this role is to establish and maintain a document control process, provide Quality Management System administration for NETSCC, provide comprehensive and efficient administrative support for information governance and compliance activities. Apply judgement and provide detailed, specialist advice and guidance as required |

| Key accountabilities/primary responsibilities | % Time |
| --- | --- |
| 1. **Administration of the NETSCC Quality Management System and document control process:**  * Reviewing, improving and maintaining the document control process to ensure it continually meets the requirements for managing procedures, work instructions, forms and other documentation that is required to be controlled. * Writing procedures for the document control process and providing training to the users. * Coordinating the document change control process, including working with document owners to help prioritise document changes and ensure they are processed in a timely manner. * Working with the NETSCC Records Management Officer, controlling the flow of documents in and out of NETSCC, including physical copies of documents where required. * Checking documents for accuracy and compliance, and reporting errors in documentation to enable continuous improvement. * Maintaining document templates. * Assisting employees with accessing documents in the Quality Management System. * Coordinating the completion and approval of procedure reviews by document owners, in order to maintain compliance. * Working with others in the Contract Performance and Compliance team to ensure the document control process is integrated with other systems where information is stored. | 30% |
| 1. **Administrative support for Information Governance and Compliance:**  * Providing secretariat and administrative support for internal Information governance groups and projects. * Audit support and training compliance tracking. * Maintaining document templates and logs such as DPIA and data breaches * Supporting Information Governance Manager by providing administrative support for activities ensuring NETSCC complies with legislative and regulatory requirements. | 30% |
| 1. **Advice and guidance:**  * Provide detailed advice and guidance on specialist defined processes and procedures to internal and external customers, using judgement to suggest the most appropriate course of action where appropriate. | 25% |
| 1. **Analysis and Reporting:**  * Performing analysis of Quality Management System information and preparing metrics, graphs and reports on Key Performance Indicators (KPI’s) to support decision making. * Overseeing the generation and circulation of Quality Management System information to ensure awareness of key issues and data. * Creating reports on Information governance compliance. * Supporting the preparation, scheduling and tracking of internal and external audits. | 10% |
| 1. Any other duties that fall within the scope of the post as allocated by the line manager following consultation with the postholder. | 5% |

| Internal and external relationships |
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| * Collaborate with colleagues within NETSCC, the School of Healthcare Enterprise and Innovation and the University, and the National Institute for Health and Care Research (NIHR). |

**PERSON SPECIFICATION**

| Criteria | Essential | Desirable | How to be assessed |
| --- | --- | --- | --- |
| Qualifications, Knowledge & experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.  Demonstrable experience of establishing and maintaining document control processes.  Able to make effective use of standard office computer systems including word-processing and spreadsheets.  Excellent typing and report writing skills.  Attention to detail. | Experience of working with an ISO 9001 certified Quality Management System or equivalent. | Application / Interview |
| Planning & organising | Demonstrable experience using a computerised document management system, such as SharePoint.  Excellent organisational skills.  Able to plan and prioritise a range of one’s own, and the team’s, standard and non-standard work activities.  Able to successfully plan and deliver administrative projects over a period of several months.(e.g. to co-ordinate an event). | Knowledge of relational database systems. | Application / Interview |
| Problem solving & initiative | Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods. |  | Application / Interview |
| Management & teamwork | Ability to work effectively either alone or as part of a team.  Positively influence the way a team works together.  Able to solicit ideas and opinions to help form specific work plans. |  | Application / Interview |
| Communicating & influencing | Strong written and verbal communication skills.  Ability to elicit information to identify specific customer needs and offer proactive advice and guidance.  Able to offer proactive advice and guidance. Able to deal with sensitive information in a confidential manner |  | Application / Interview |
| Other skills & behaviours | Attention to detail.  Ability to work under time constraints. |  | Application / Interview |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

Is this an office-based post?

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

| ENVIRONMENTAL EXPOSURES | Occasionally  (<30% of time) | Frequently  (30-60% of time) | Constantly  (> 60% of time) |
| --- | --- | --- | --- |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| EQUIPMENT/TOOLS/MACHINES USED | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| PHYSICAL ABILITIES | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| PSYCHOSOCIAL ISSUES | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |