**JOB DESCRIPTION**

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| **Job Title:** | Database and QA Information Systems Lead |
| **Service:** | Business Development |
| **Hours of work:** | 37 hours per week |
| **Pattern of work:** | Flexible to work outside of normal office hours to support the needs of the service |
| **Office base:** | Dixon House, Whalley Road, Blackburn |
| **Work locations:** | Across CANW offices |
| **Salary Range:** | Scale points 28 to 32 (£25,216 to £28,773) Dependent on experience |
| **Reporting to:** | Deputy CEO |
| **Responsible for:** | N/A |

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1. **PURPOSE OF THE JOB**

The post holder will report directly to the Senior Management Team and be accountable for embedding our Case Management database and ensuring quality assurance across the organisation with lead responsibility for:

**Database & Information System** – Oversee the day-to-day administration of CANW’s client management system, ensuring it is support the needs of the organisation, services and projects in relation to access to timely information, case management, safeguarding and reporting outcomes and impact delivered across the organization.

**Quality Assurance** – Utilising timely reports generated as part of our information system to drive and ensure that processes for all of CANWs Quality Management Systems (QMS) are established, implemented and maintained. Supporting managers of services to setup and carry out internal audit programmes to monitor and review quality assurance within their own service.

**Social Value** – Ensure that an organisational wide Social Value framework toolkit and system is developed, delivered, maintained and that performance data is analysed and reviewed.

### PRINCIPAL DUTIES

**Database System**

* Taking the lead role and oversight for the VIEWS database design and development, linking into the VIEWS data system task and finish group, developing protocols for data processing and system developments. Setting up and testing new database and data handling systems, ensuring that VIEWS database is developed according to delivery requirements.
* Provide advice and support as necessary on broader organizational data systems.
* Carrying out a number of VIEWS training sessions around it functionality and usage, linked to the individual requirements of service delivery to ensure staff within services are using the system to the best of its intended ability. Maintain a user handbook, operating manuals ensuring they are kept up to date.
* Supporting services by responding and managing any database issues and resolving any registered system errors, linking in with Substance to ensure swift action.
* Designing and preparing reports for OMT/SMT to allow access to timely management information to support managers to measure a number of performance measures, creating complex query definitions that allow data to be extracted in a quick and efficient way, training managers in how to input and extract data reports.
* Establish the needs of users and monitoring user access and security, control access permissions and privileges, maintain data standards, including adherence to the Data Protection Act & GDPR.

**Quality Assurance**

* Liaise with the external assessment and accreditation/inspection bodies on all matters related to the external accreditation/inspection processes.
* To take the lead responsibility to internally promote the continuous improvement of CANW’s Quality Management Systems by providing direct support and guidance to projects and services on quality related matters.
* To lead on and support projects and services with ensuring that all in-house systems and procedures are updated, revised and modified to meet compliance and quality requirements for Ofsted, PQASSO, ISO9001 and IIP and other key audits and or relevant inspections/audits.
* Report to OMT and SMT on the performance of CANW’s Quality Management Systems and recommendations for improvement.
* To ensure all quality and compliance contract requirements are met, and robust monitoring, evaluation and quality processes inform developments and system improvements.
* Ensure that a document control procedure is adopted to approve, review and update all changes to critical documents within the scope of CANW’s Quality Management Systems.
* Ensure that the performance of CANW’s Quality Management Systems are reviewed at planned intervals to ensure their continuing suitability, adequacy and effectiveness. This review means assessing opportunities for improvement and the need for changes to CANW’s Quality Management Systems.
* Responsible for supporting quality related stakeholder complaints to inform opportunities for improvement and trending activities.
* Ensure that all projects and services undertakes periodic but regular assessments of stakeholder satisfaction and that consequent improvements are identified and implemented.
* Analyse data on the effectiveness of CANW’s Quality Management Systems and evaluate where continual improvements of the QMS can be made. This shall include data generated as a result of monitoring and evaluation.
* Develop and manage an internal audit program to identify any nonconformities against accreditation/inspection bodies standards and indicators.
* Coordinate internal audit processes and scheduling of internal audits for ISO9001, PQASSO, Ofsted and IIP standards.
* Develop and manage an action plan to address and correct any nonconformities identified as a result of any internal audits.
* To promote and drive compliance procedures across the organisation.
* To provide reports as required for projects, services, OMT and SMT in particular the findings of internal audits, recommendations and action plans.

**Social Value**

* Ensure that a suitable social value framework is identified and developed across all of CANW’s projects and services by taking the lead coordinating role to support its implementation.
* Ensure that the developed social value framework meets the 7 principles of best practice for a social value system
* Responsibility for facilitating agreement and buy-in from a diverse range of stakeholders towards CANW’s social value framework and evidence.
* Develop and implement CANW’s annual social impact value report for all stakeholders.
* To lead on obtaining the Social Value quality mark for the organisation.

**ORGANISATIONAL RESPONSIBILITIES**

* Keep abreast of current trends and professional developments in CANW’s quality management systems frameworks, social value and auditing principles.
* Represent CANW at meetings, conferences and exhibitions as required.
* Provide a non-discriminatory service and treat all who access CANW fairly and equally.
* Be aware of the Health and Safety requirements in the workplace, and in particular, as it relates to your service area and/or department.
* Contribute to CANW’s operational and strategic developments; including any organisation objectives identified through designated quality standards, such as PQASSO, ISO 9001, Investors in People, Ofsted and social value / auditing frameworks.
* Participate fully in personal supervision meetings and the annual appraisal process and undertake any training deemed necessary for the role.
* Review own delivery performance against agreed annual KPIs (key performance indicators), aiming to meet or exceed personal targets/performance levels.
* Undertake additional duties, training and/or hours of work as may be reasonably required, which are appropriate to the levels of responsibility within the role.

**NB.** This Job Description describes the principal purpose and main elements of the job. It is a guide to the main responsibilities as they currently exist, but is not intended as a fully comprehensive or permanent schedule of tasks. The jobholder is expected to work flexibly and respond positively to changing needs of the organisation.

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| **Line manager (caps):** | **Signature:** | **Date:** |
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| **Employee (caps):** | **Signature:** | **Date:** |
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**July 2018**