

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Quality Assurance Team Leader	JEID	M0610
Salary Grade:	J		
Service Area:	Community Services: Trading Standards & Community Safety		
Primary Location:	Trading Standards, Old Budbrooke Road, Warwick, CV35 7DP		
Political Restriction	This position is not politically restricted		
Responsible to:	Trading Standards and Community Safety Group Manager		

Role Purpose

To play an active role in

- supporting Warwickshire's communities and individuals to be safe, healthy & independent and
- supporting a vibrant economy in Warwickshire

by ensuring there are robust methods and processes in place with the Trading Standards Service to protect consumers, support businesses and importantly improve the service for our customers.

To develop and implement Warwickshire's Quality Assurance Framework for Trading Standards and Community Safety Services with a focus on delivering outcomes for businesses, customers and citizens.

Ensure Quality Assessment processes are established and implemented to ensure that the managing recording and reviewing of information is to the highest standard, that officers are using the database systems appropriately and in line with the general data protection principles.

To provide regular quality assurance reports and recommendations to the Trading Standards and Community Safety Management Team.

To challenge poor practice in a solution oriented way and to drive quality improvements for businesses and consumers

To ensure there is a robust process for gathering the views of the customers and businesses that we engage with, to work towards improving service satisfaction and service outcomes.

As an active member of the Trading Standards and Community Safety Management Team, to develop effective partnerships across Trading Standards, Community Safety Team, Health, District Councils,

Business representative groups and other enforcement agencies in order to maximise collaborative opportunities to achieve our outcomes.

To take a lead role in the development of the Service Plan, financial management, health and safety, business continuity and equalities action plans, working with Team Managers and Intelligence Officer to ensure the plan reflects current and emerging priorities.

To take a lead role in the procurement and management of assets related to successfully delivering the Trading Standards and Community Safety Service, working with other departments to ensure that audits and actions plans are completed.

To ensure that the Trading Standards and Calibration Service maximises the commercial opportunities including its external fees and charges

To develop effective communications across the service, with members businesses and the wider community using a wide range of communications mediums.

Role Responsibilities

1. To take responsibility for developing and implementing a robust quality assurance process that assess the needs of our customers based on current and emerging priorities which can protect customers and supports the growth of legitimate businesses.
2. Facilitate the cultural and organisational change management process within the Trading Standards and Community Safety Group as par of the Communities Service to realise continuous improvement, identify good practice, greater effectiveness and efficiency in service provision.
3. Undertake regular quality assurance exercises, through data interrogation, meetings with officers, the review of action plans and gathering customer feedback to assess:-
 - The quality of the environment;
 - The support to meet the holistic needs of the customers using the service;
 - Evidence that the customers outcomes are being achieved and delivered, aligned to the priorities set through the annual Service Plan, by caring, compassionate and professional officers.
 - To review action plans and highlight concerns to Team Managers where quality improvements have not been delivered.
4. To be responsible for interpreting consumer and business feedback, alongside business intelligence, to determine assurance priorities and work programme.
5. Working with Trading Standards and Community Safety Managers, to be responsible for the development of the strategic assessment and annual service plan for Trading Standards, ensuring robust evidence supports priority projects based on current and emerging themes.
6. Responsible for maintaining the of effective data systems and ensuring the general data protection principles are adhered to.
7. Ensure that planned review and improvements in services are focused on commercial or development opportunities.
8. Responsible for reviewing all relevant national and local strategies, guidance, standards and direction and where practical to embed within and across allocated service areas.
9. Highlight good practice and take action to embed this cross the Trading Standards and Community Safety Group and wider Communities Service.
10. Take responsibility for challenging poor practice and highlighting quality concerns, developing detailed SMART written action plans in partnership with the Group Manager and Team Managers.

11. Encourage and facilitate officers to recognise and work in partnership with other council departments, business representative organisations, enforcement agencies, voluntary and community organisations.
12. Responsible for reviewing of a training and development opportunities as part of the Warwickshire Trading Services provision.
13. Responsible for the asset planning, management and procurement of buildings and equipment relevant to the smooth running of the Trading Standards and Community Safety Service.
14. Responsible for the development of the Service Plan, financial management, health and safety, business continuity and equalities action plans, working with Team Managers and Intelligence Officer to ensure the plan reflects current and emerging priorities.
15. Responsible for Health and Safety Assessments, audits and action plans, ensuring the both managers and all staff recognise their responsibilities related to health and safety. Travel to a range of premises within/outside Warwickshire, carrying equipment as required. Work flexibly, including working outside normal office hours if necessary.
16. Develop and maintain up-to-date knowledge in relevant areas of legislation and professional practice.
17. Adopt Warwickshire County Council's "Behaviours and Values"
18. Undertake any other duties commensurate with the grading of the post, as required

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Educated to a degree level or equivalent	A, I, D, T
Relevant qualification or experience in business management or quality assurance	A, I, T
Able to effectively assimilate/interpret/apply complex legislation and technical subject matter in order to propose practical solutions in a wide range of scenarios, including within time constraints and deadlines	A, I, T
Experience of effective partnership working with internal and external stakeholders to achieve strategic objectives, implement and review quality assurance process aimed and service improvements to our customers.	A,I,P
Experience in observing, identifying and tackling performance issues and poor outcomes to drive quality improvements	A,I,P
Ability to communicate effectively and confidently with a range of stakeholders verbally and in writing, including consumers, businesses, regional and national representative bodies.	A,I
Effective problem solving skills and the ability to respond to sudden unexpected demand	A,I
Ability to initiate and manage challenging conversations with senior officers and managers with the Trading Standards and Community Safety Group	A,I
Experience and ability of delivering training to operational staff and service providers.	A,I
Ability to organise and manage a range of work priorities	A,I

Knowledge in the role and function of information, with the ability to effectively analyse and interpret data and information to inform decision making.	A,I
Ability to provide and receive highly complex information with the ability to triangulate information from a range of sources in order to determine an overall picture of service quality.	A,I
Experience in data management applying and reviewing the general data protection principles.	A,I
Experiencing in the planning and management and procurement of assets as part of effective business resilience.	A,I,P
Experience in managing budgets and medium term financial analysis and planning	A,I
Excellent two-way communication, negotiation and influencing skills, including the ability to communicate complex legal or technical concepts clearly and concisely	A, I
Confidence and ability to exercise sound judgement in a wide variety of circumstances, including making decisions with potentially significant consequences and dealing with confrontational or emotionally demanding customers	A, I
Good organisational skills; able to plan, prioritise and carry out tasks in accordance with service standards, targets and deadlines	A, I, P
Self-motivated and self-disciplined, demonstrating a diligent approach to completion and recording of tasks	A, I
Experience of maintaining robust processes and action plans in accordance with the Council's Health and Safety Policy and Procedures	A, I
Understanding of/willingness to work within statutory and organisational procedural requirements and best practice, including those relating to gathering of evidence, health & safety, data protection, security of sensitive information, safeguarding of vulnerable adults/children	A, I,
Excellent engagement and co-production skills across customers, professional and wider stakeholders	A, I
Sufficiently competent in IT to make effective use of email, internet, standard office applications and Trading Standards databases	A, I
Enthusiastic and willing to work flexibly, including working outside normal office hours if necessary	A, I
A commitment to anti-discriminatory practices in employment, training, and service delivery. All members of staff must take responsibility for implementing the Council's Race Equality Strategy.	A, I

Desirable Criteria

Assessed By:

Recognised training qualification desirable	A, I, D, T
Professional qualification in Trading Standards or Equivalent knowledge in a regulatory field.	

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input checked="" type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input checked="" type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input checked="" type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	

