

Job Description:

Quality Assurance Manager [Debt]



Reports to: Head of London-wide Services

Direct reports: Quality Assurance Officer [Debt]

Salary: £35,875 per annum

Working hours: 35 hours per week

Location: 28 Commercial Street, London E1 6LS / 52 Old castle street, London E1 7AJ

Introduction:

Toynbee Hall is a charity where people come for excellent local services and where they can share ideas and experience, gather information and knowledge that we use together to take action to change lives and eradicate poverty. Our programmes include free advice services, financial inclusion services, wellbeing services, including work with older people and community learning services supporting young people and new migrants.

Funded by the Single Finance Guidance Body (SFGB), previously the Money Advice Service (MAS), Toynbee Hall is the lead partner of a London-wide free face-to-face debt advice partnership which supports over 20,000 Londoners with their debt and money problems each year. Our trained and accredited advisors are based across 27 partner organisations and help with all types of money worries from rent and council tax arrears to credit card and catalogue debt.

We can work with clients to prioritise their bills & debts, helping them to write letters and advocating on their behalf.

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Job purpose:

1. To improve the provision of consistent good quality debt advice, enhancing the experience of clients, by working collaboratively with partner organisations, to support them in implementing improvement activities, including CPD activity, and in assessing and monitoring the quality of debt advice
2. To support the implementation and ongoing facilitation of quality assurance and improvement processes, working collaboratively with the project management team to inform and support contract compliance and performance management activities
3. To identify good practice and share learning with delivery suppliers, and across roles within SFGB and across all funded services to support improvement and development of advice services

Main duties and responsibilities:

1. Work with and provide support to partner organisations on an individual basis to improve the provision of consistent and high-quality debt advice

This includes:

- Ensuring delivery partners understand funder requirements, agreed standards of advice and facilitating the smooth application of the Quality Assurance and CPD processes
- Making tailored recommendations and providing feedback to improve the quality of debt advice and client experience, and identify good practice
- Measuring and analysing information gathered against risk ratings, quality frameworks and standards and liaising with delivery suppliers to agree improvement action plans using the results of assessments and analysis
- Supporting the implementation of any follow on and corrective action following delivery partner assessment and file reviews

2. Ensure project compliance and quality requirements are achieved

This includes:

- Ensuring delivery partners have a good awareness and understanding of the quality and service delivery requirements and active involvement in the delivery of partnership events related to both quality improvement and CPD
- Working collaboratively to share good practice in performance and quality improvement and to progress key priority areas of work
- Escalating risks promptly and appropriately, and contributing to wider monitoring and reporting requirements

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- Providing support with delivery and quality compliance and performance management activities, including active involvement in performance enhancement plans as appropriate

3. Implement best practice systems and processes to improve advice services

This includes:

- Providing reports and data on; trends, compliance, quality, training and CPD
- Liaising with colleagues and delivery partners to identify key learning points, delivery issues and training needs to inform the development of the project
- Supporting the sharing of learning and good practice identified through quality assurance and service improvement, across delivery suppliers as required by Toynbee Hall and/ or the funder

4. Contribute to team

- Be an active member of the team, identifying opportunities for your own development
- Advise wider team on research and analysis undertaken and of recent developments in field of work
- Work in collaboration with our funder, and with colleagues from across their other funded organisations, contributing to key projects and meetings including the SFGB Quality Forum
- Compliance with Toynbee Hall policies and procedures, including health and safety
- Demonstrate financial efficiency and value for money throughout work

Person specification:

1. Expert knowledge of, and proven ability to deliver money/debt advice, including the diagnosis of relevant issues and remedies
2. Proven ability to monitor and evaluate performance through case checking and supervision, and to support improvement
3. Up to date knowledge of the key issues of debt advice arising from legislation, regulation, policy, practice and services.
4. Proven ability to identify learning and development needs and contribute to the development of appropriate learning activities for groups.
5. Proven ability to identify service delivery issues affecting quality and work on own, or with others, to find appropriate and effective solutions.
6. Ability to plan effectively and realistically, managing own workload in a busy environment and working accurately to agreed deadlines.
7. Ability to work on own initiative or as part of a team.
8. Influencing and negotiating ability.
9. Excellent interpersonal skills and an ability to build relationships with staff at all levels.
10. Ability to collate information and write concise reports, including analysing information, identifying issues/risks and making recommendations for corrective action.
11. A proven commitment to continuing professional development.
12. Experience of line management