

Quality & Performance Officer – Older Peoples Services (OPS)

Grade
Your-03

Contract Type
Home Worker

Director of Housing and Customer



Head of Older Peoples Services



Quality & Performance Officer



Older Peoples Services Assistants

Department

Housing &
Customer Services



Older Peoples
Services

Role Overview

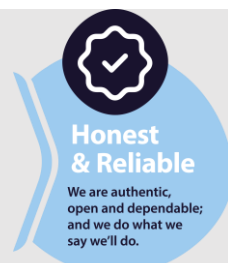
Operational responsibility for performance monitoring and reporting, undertaking audits and improving the performance and control framework for Older Peoples Services (OPS), with additional support for the Housing and Customer Services department.

Lead and operationally manage Older Peoples Services Administration team.

RESPONSIBILITIES

- Produce regular weekly / monthly performance reports on housing management, allocations and lettings, customer safety, building safety, and other services for the OPS team.
- Ensure an effective monitoring and control framework is in place.
- Act as a Subject Matter Expert (SME) on quality and performance for the OPS team. Attend meetings, present reports, support effective discussion and engagement with quality and performance improvements.
- Work collaboratively with key stakeholders to implement and embed new ICT systems and an improved performance framework for the OPS team, with support for the Housing & Customer Services department.
- Act as Subject Matter Expert (SME) on current and future ICT projects for the service.
- Audit, verify, manage and maintain the accuracy, quality and consistency of information and data.
- Recommend and oversee policy and procedure changes and reviews across the service.
- Line manage a team of Older Peoples Services Assistants.
- Ensure timely and accurate processing of orders, invoices and other administration requirements across the OPS service, identifying and resolving any issues.
- Liaise with internal and external stakeholders to resolve complex issues.
- Liaise with key stakeholders to design and implement effective audits and provide assurance on the quality and performance of the service, resolving issues, developing action plans, sharing learning and best practice.
- Develop and implement standardised documents (e.g. letters, forms, information packs, handbooks) to ensure accuracy, quality, consistency and clarity of information for YHG's colleagues and customers.
- Review, improve and maintain internal and external website content for colleagues and customers.
- Undertake additional duties appropriate to the role and/or grade

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- ✓ IT literate (e.g. Microsoft Office/365, Dynamics CRM) at intermediate / advanced level
- ✓ Demonstrable ability to effectively engage with stakeholders in all departments and at all levels within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to make a significant proactive contribution to the development of the internal control environment and associated procedures and processes
- ✓ Excellent interpersonal and listening skills and able to use these skills effectively, to build strong relationships
- ✓ Ability to work autonomously with minimal supervision

ESSENTIAL REQUIREMENTS

- ✓ Good understanding of current requirements upon Registered Providers in relation to Social Housing Management
- ✓ Excellent data analytical skills with experience of producing clear and insightful performance reports
- ✓ Ability to implement new systems and procedures to ensuring compliance at all times with applicable legislation and regulations
- ✓ Excellent problem-solving skills

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ An understanding of the regulatory and legal framework within which Housing Associations operate
- ✓ Business Analysis Skills