



Job Title: Team Coordinator (Assurance)
Reporting to: Regulatory Assurance & Quality Manager
Direct Reports: 0
Job Band: Band 6
Size of Team:

Provide administrative support to the Assurance and quality team, specifically supporting the Head of Assurance so that projects and activities are delivered according to the work plan and to budget. Develop and maintain various monitoring systems and assist with the production of performance and compliance reports. Provide IT systems support to the team and service meetings and groups. Support the development and training of administrators in the team. Once trained, provide support to gathering data as part of a range of assurance visits.

Key Responsibilities

- Provide administrative support to the Head of Quality & Assurance, Regulatory Assurance & Quality Manager and other managers within the team as required including organising meetings with internal and external stakeholders; venue and travel arrangements, preparing agendas, meeting papers and minutes, budget administration and responding to internal and external enquiries (e.g. forwarding on, drafting replies as required etc) in a timely and efficient manner.
- Provide input to, coordination and development of, the reports on team activity, performance and projects (e.g. producing quarterly reports, end of year reports and analysis of regulator notifications).
- Provide administrative support to national assurance volunteer roles to include venue and travel arrangements, preparing agendas, meeting papers and minutes.
- Take responsibility for liaison with employees, volunteers and external parties in support of the activities of the Assurance & Quality team, including coordination of the Registered Manager training sessions and workshops to support assurance activity
- Support the Regulatory Assurance & Quality Manager in all regulatory work, including preparation of provider information returns, coordination, preparation and submission of factual accuracy challenge and action plans, and coordination of regulator engagement meetings, consultation responses etc.
- Support the development of evidence-based assurance tools through coordinating input from policy, AQMs and other specialists
- Provide cover for regional assurance administration activity, provide peer support and input in to development activity for assurance administrators as required
- Coordinate and oversee the team intranet page, ensuring it is kept updated with valid assurance material and support the promotion of quality improvement
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to work on your own initiative and be highly motivated to achieve both personally and through the team
- Have willingness to learn and adapt new skills
- Be able and willing to work flexible hours and undertake national travel when required



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Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level (Grade C) or equivalent inc. Maths & English	✓	
Further or higher education or equivalent (can include administrative qualifications)		✓
Experience		
Experience of managing multiple calendars/diaries and providing Administrative/Coordination services for multiple managers and/or functions.	✓	
Experience of the development of policy and processes to support the work of a function or organisation.		✓
Experience of supporting teams in producing reports and basic analysis of data		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels and establish effective rapport with stakeholders.	✓	
Ability to use latest Microsoft applications at intermediate level and to support use of general management systems.	✓	
Very well organised, able to handle multiple competing priorities and help keep multiple projects and programmes on track. Capable of meeting deadlines and targets.	✓	
Excellent written communication skills, with ability and proven track record in producing agendas, meeting reports and action logs.	✓	
Understanding of GDPR and able to handle sensitive and confidential information appropriately and discretely.	✓	
Knowledge of one or more of the following: performance measurement, incident management, quality assurance	✓	
Knowledge of SJA organisation and basic understanding of regulatory requirements, or a willingness to learn		✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: SM

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