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Quality Assurance Systems Officer

Reference: 96119

Head Office, Stockport Town Centre

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 21 November 2026

Once you have submitted your application form allow 7 working days after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

All candidates are subjected to an enhanced DBS check.

JOB DESCRIPTION –QUALITY ASSURANCE SYSTEM OFFICER
Head Office, Stockport, Greater Manchester

Job Title: **Quality Assurance Systems Officer**

Department: **Quality Department**

Hours: 37.5 hours a week

Responsible to: Head of Quality and Service Director

Location: **Your main base would be at our Head office in Stockport.**

Scope of the role

Creative Support has an established national quality department which undertakes aspects of quality assurance work, compliance and good practice work nationally across our operational services. This includes a robust audit programme, a proactive audit schedule which works proactively ahead of external inspections from local authority and the CQC. The quality department also oversees the social care governance structure and analyses quality data to ensure prevention strategies are used and trends identified and responded to. The department ensures policies, procedures and quality systems are in place.
We have 90 locations which fall under CQC registration and compliance with these national standards is very important, as is supporting our Registered Managers with their responsibilities nationally.

Summary of Role

The **Quality Assurance Systems Officer** role will contribute to our audit and social care governance processes. Working within the highly experienced and established Quality Team, the role includes carrying out desktop audits and completing compliance and governance checks of Creative Support's quality systems Quality Connect (access database), Seatable and contributing to overall quality improvement.

The post holder will also be part of a team which responds to specific work requests which may include assisting services with quality improvement work. They will write comprehensive and detailed reports informing of compliance and areas of quality improvement. The role will also ensure we carry a central information folder on each registration of necessary digital form documentation which is requested as part of a compliance visit or inspection.

The role will support the quality department in updating and overseeing central logs on key quality areas such as risk of choking, bedrails and PEG use. Quality officers will oversee the detail and quality of this but their role will ensure we adhere to deadlines and update commitments.

This role is to provide specialist remote quality support to our operational services. This can be done virtually but will also be on site when required. The outcomes of this role will significantly contribute to our oversight and governance of compliance standards and will inform areas of risk.

A full induction, training and support will be provided and responsibility will be shared within the team however, this role would ensure good practice is developed and any themes are identified to assist future learning and good practice.

Summary of Responsibilities

KEY RESPONSIBILITIES

1. To undertake remote quality audits of operational services as part of the Quality Assurance Team. To benchmark services against national care standards and Creative Support's standards. To identify good practice and areas for improvement.

2. To complete compliance checks of centrally held registers and logs, via Seatable, ensuring that information is concise, up to date and compliance to Creative Support's standards.

3. To complete auditing and governance of Quality Connect, Creative Support's online auditing system, ensuring that services are working to informed compliance standards.

4. Provide remote support to operational services, through coaching and support to use Quality Connect.

5. To work as a member of the Quality Team ensuring a high standard of social care services are provided across Creative Support.

6. To work collaboratively with staff, where improvement is required to ensure that service documentation is compliant to CQC, national and organisational standards.

7. To be an ambassador for good practice and to promote innovative ways of working.

8. To take a proactive role within the Quality Team which adds to the overall quality provision i.e. quality interventions; research and analysis etc.

9. Provide regular quality reports, informing of findings, analysis and themes from the remote auditing work stream.

Sharing and ensuring good practice in Quality

10. To support and coach managers and staff in the achievement of good practice and quality standards when to comes to compiling evidence and necessary information on audits and to give feedback to quality managers if more support is needed or people are failing behind target.

11. To provide professional advice, support and feedback to managers and services as regards to evidence.

12. To work collaboratively with the Quality Team to develop Quality Improvement Plans for services when required.

13. To work with operational managers and staff teams to ensure the effective implementation of quality improvement plans and to demonstrate improvements within agreed timescales.

14. Identify and escalate appropriately any risks that are identified within remote audits or compliance checks.

15. Monitor action plans ensuring progress of actions identified.

16. Escalation of concern to the relevant leads within the department and/or operational services.

17. To support services to identify, record and celebrate positive achievements and outcomes. To encourage staff to share good practice and assist other staff to improve their services.

Practice Development

18. As part of the team, to review evaluate and develop current practices in line with changes in national policy, legislation and accepted good practice. When appropriate to disseminate this information.

19. As part of the team, to develop and improve our audit tools and local strategies to ensure on site managers are corporately complaint and meeting CQC standards.

20. To keep up to date with social care sector by researching information regarding policy, good practice and resources using networks, publications and on-line resources.

Reports and Monitoring

21. To complete comprehensive quality reports and action plans. Particularly in relation to reporting outcomes to our Quality and practice committee of the Board.

22. To track and monitor actions identified within quality improvement plans, ensuring that actions are completed to the relevant timescales.

23. To collect and collate relevant data and statistics and to produce statistical reports as required.

Co-production and empowerment

24. To contribute to and ensure good engagement with people we support and other stakeholders to enable consultation and involvement initiatives as part of an audit.

25. To identify good person centred practice and ensure this is developed and promoted.

26. To set and work to excellent standards as regards safeguarding matters. To work in a timely and responsible way to ensure the safety of people we support and staff.

Other

27. To accept regular support and supervision from line manager.

28. To provide regular verbal and written reports of work undertaken.

29. To attend and actively contribute to Quality team meetings. To report to the Social Care Governance structures when required.

30. To work as a member of the quality team and take responsibility for overall quality work plan to ensure the needs of the team are met.

31. Uphold Creative Support's We Care values.

32. To carry out all work in a manner consistent with the person centred philosophy and service principles of Creative Support.

33. To comply with and to promote the Equal Opportunities Policy of Creative Support.

34. To maintain confidentiality at all times, in accordance with agency policy.

35. To ensure that own training needs in discussion with line manager and to attend training events and courses as required.

36. To take a role as part of a rota on the duty manager/duty admin Out of Hours team at head office. Full training provided and the role will not commence until after induction.

37. Any other duties as required.

PERSON SPECIFICATION – QUALITY ASSURANCE SYSTEMS OFFICER
Head Office, Stockport, Greater Manchester

		How assessed?	Essential or Desirable
1.	A strong background in using online systems to review and analyse quality data. Very data literate and innovative in system development to support front line services.	Application Form and Interview	Essential
2.	Compliance experience, ideally in completing audits and/or compliance checks	Application Form and Interview	Essential
3.	Social care or health sector experience (or closely related field).	Application Form and Interview	Essential
4.	A warm, positive and respectful approach to colleagues and people we support.	Interview	Essential
5.	A customer focused approach with a demonstrable commitment to person centred thinking and the provision of personalised services	Assessed by Interview	Essential
6.	The ability to engage with staff teams and gain rapport with others	Application Form and Interview	Essential
7.	Excellent level of IT skills and ability to use Word and Excel, cloud based systems.	Application Form and Interview	Essential
8.	Ability to produce high quality data and written reports within deadlines	Application Form and Interview	Essential
9.	Skills and confidence in networking with internal and external colleagues and agencies	Interview	Essential
10.	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Interview	Essential
11.	Commitment to equal opportunities and the promotion of anti-discriminatory practice	Application Form and Interview	Essential
12.	A relevant professional qualification	Application Form	Desirable
13.	A degree level qualification, preferably in relevant field (ie social work)	Application Form	Desirable
14.	Ability to observe and evaluate service delivery and to identify good practice and areas for improvement	Application Form and Interview	Essential
15.	Willingness work flexibly, when required.	Interview	Essential
16.	Experience of carrying out quality audits and/or investigating	Application	Desirable

	complaints	Form	
17.	Good understanding of the social care sector and understanding of CQC and their objectives	Interview	Desirable
18.	Ability to manage own workload and plan time well	Interview	Essential

TERMS AND CONDITIONS – QUALITY ASSURANCE SYSTEMS OFFICER

Head Office, Stockport, Greater Manchester

Salary:	Up to £13.90 per hour
	Point One: £13.70 per hour
	Point Two: £13.80 per hour
	Point Three: £13.90 per hour
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*	

Hours of Work:

37.5 hours per week, Mon-Friday. This role will be predominantly based at our Head Office in Stockport, however there may be occasions where you complete visits to operational services. It is expected that the post holder will work flexibly, when required for the needs of the organisation. Part time hours considered no less than 30 hours per week.

Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays:

25 days plus 8 statutory days pro rata.

Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure, ISA and POCA checks.

Part Time Work:
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 16 hours per week.

Sickness Policy:
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do pay Statutory Sick Pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:
Creative Support will make a contribution to a personal pension scheme after three months satisfactory service, providing that the employee makes a contribution equal to or exceeding this. Company pension contributions rise on an incremental scale to 6% of basic salary for employees with more than three years service. In line with the governments auto-enrolment pension scheme, from 30th September 2013 Creative Support will automatically enrol all of its employees in the People Pension Scheme. Eligibility for this scheme is based on age and earning, more information will be provided at induction.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum
- Paid birthday leave (following completion of probation period)

Employee Counselling Service:
All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge

Hospital Saturday Fund:
All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:
As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.