Quality Administrator

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| Job title: | Quality Administrator |
| Department: | Clinical Governance |
| Location: | Remote (occasional travel) |
| Reporting to:  (job title only) | Quality and Compliance Senior Officer |
| Direct reports:  (job title only) | Nil |
| Accountable to:  (where applicable) | Quality and Compliance Lead |
| Responsible to:  (where applicable) | Nil |
| Job purpose: | Vita Health Group are looking for a keen and enthusiastic administrator who can provide high quality and efficient administrative support to the Governance and Quality Leads and Clinical Director. This is a wonderful opportunity to work within our fantastic Governance Team. The role will be pivotal in ensuring that the team are able to work successfully as a unit in a fast-paced health care environment to provide high quality safe care to the patients it serves. The role is likely to have varied opportunities and exposure to different tasks and skills. |
| Role and Responsibilities: | * Providing administrative support to Governance pillar leads and the clinical director * Attending quality meetings: preparing agendas, minute taking and following up on actions to ensure timely completion * Liaising with a range of stakeholders across Vita Health Groups various work streams * Utilising different healthcare electronic systems * Assisting in compiling reports * Supporting the compilation of information for the annual quality account * Supporting inboxes and ensuring messages are responded to in a timely manner * Maintaining/updating monitoring spreadsheets * Monitoring audit schedules and partaking in audits where appropriate * Gathering data/information * Assisting with quality processes across governance * Maintaining excellent knowledge of, and adherence to, the organisations procedures and policies * Adhoc duties as requested * Supporting the day to day administration of Radar Risk Management System   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance:  (where applicable) | NA |
| Training and supervision: | As required |
| Additional information: | Occasional travel may be required |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Educated to GCSE level or equivalent | * NVQ or equivalent experience |
| **Experience** | * Previous experience of providing administrative support * Experience of dealing with general enquiries * Experience of report writing and presentation skills | * Experience in taking minutes * Experience of working in the healthcare sector as an administrator |
| **Skills/knowledge** | * Effective time management / prioritisation skills * Strong organisational skills and attention to detail * Knowledge of confidentiality and UK GDPR * Understanding of statistical data and dashboards * Ability to solve problems * Excellent IT skills ability to work with new IT systems efficiently and accurately * Microsoft Excel skills to basic or intermediate level * Microsoft Word processing skills to intermediate level | * Previous experience of clinical systems * Knowledge dealing with governance processes * Speaks another language |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Strong communication and interpersonal skills – written and verbal * Ability to work on own initiative without supervision * Experience of working within a team. Is a Team player. * Ability to adapt to changing priorities |  |