

## JOB PROFILE



<b>Job Title:</b> Permanent	<b>Salary:</b> Between £18,000 - £21,000
<b>Report To:</b> Quality and Data Manager	<b>Date:</b> October 2018
<b><u>Job Purpose</u></b>  This role will provide independent quality assurance through quality checks, the production of scorecards and calibration sessions. The role will also provide accurate feedback, coaching and recommendations to ensure the required quality standards are met.	
<b><u>Key Accountabilities</u></b> <ul style="list-style-type: none"><li>• Completion of quality checks to monitor the quality and efficiency of people, systems and processes</li><li>• Quality calibration sessions</li><li>• Root cause analysis on quality issues</li><li>• Identify and report any areas of concern to the relevant stakeholders</li><li>• Provide recommendations to improve the overall quality of the Operation</li><li>• Collate and compile weekly/monthly reporting</li><li>• Identify training opportunities</li><li>• Provide feedback and coaching sessions</li><li>• Support and drive performance through continuous improvement</li></ul>	
<b><u>Context/Environment</u></b>  The post holder will sit within the Customer Operations Team.  The role will have contact points with multiple third party clients and internal stakeholders.	
<b><u>Skills/Knowledge/Experience</u></b> <ul style="list-style-type: none"><li>• High standards of attention to detail</li><li>• Excellent analytical skills</li><li>• Excellent communication skills, both verbal and written</li><li>• Ability to identify the root cause of problems</li><li>• Comfortable delivering feedback and coaching</li><li>• Confident in having challenging conversations</li><li>• Quality driven</li><li>• Ability to work independently and within a team</li><li>• Experience in a Quality Analyst role</li></ul>	

Closing date: 12<sup>th</sup> October 2018