

### Quality partner

<b>Job Level</b>	5	<b>Job Reference No:</b>	
		<b>Role Review Date</b>	
<b>Directorate</b>	Internal Services Directorate	<b>Function</b>	Professional Services
<b>Service</b>		<b>Reports to</b>	Head of Quality

### Scale and scope of role

<b>Direct Reports</b>	0	<b>Indirect reports</b>	0
<b>Budgetary responsibility/ accountability</b>	0	<b>Accountable for other resources</b>	0

### Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis. We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. We are part of the Red Cross and Red Crescent global humanitarian network.

### Our Values and Principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

### Purpose of the role

The Quality Partner plays an integral role in BRC Professional Services through the development and maintenance of the BRC Quality Framework and standards, and the provision of advice, assurance, and learning to enable UK Operations to maintain and sustain high quality, effective and safe services that provide a good experience for users. With a passion for quality and a strong customer focus the Quality Partner will act as primary point of contact for advice, guidance and best practice and will work collaboratively with UK Operations Displacement and Migration to identify areas for continuous quality improvement and take an active role to drive and coproduce solutions.

## Key Responsibilities

### Standards

- Support the Head of Quality in the delivery of the Quality Framework (UK Operations)
- Develop and review policies, procedures, guidelines and tools led by the quality team to support the planning and delivery of high-quality safe and compliant services and programmes of activity.

### Advice

- Act as primary point of contact for advice, guidance and best practice in terms of quality for UK Operations (Displacement and Migration).
- Utilise insight from '2nd line' quality assurance and learning activities to support UK Operations to identify, plan, and implement best practice and quality improvement initiatives.

### Assurance, learning and improvement

- Provide subject matter expertise to enable UK Operations (Displacement and Migration) to develop and implement 'first line' quality assurance activities.
- Act as subject matter expert for specific quality improvement projects under the direction of the Head of Quality.
- Provide subject matter expertise to support '2nd line' quality assurance reviews under the direction of the Head of Quality.
- Take an active role in key forums and meetings as quality subject matter expert.
- Undertake analysis of quality related dashboards and reports to identify trends and themes and develop 'self-service' tools, training and other quality related initiatives to support continuous quality improvement.
- Regularly horizon scan to ensure the BRC Quality Framework remains fit for purpose, and proactively identify opportunities for continuous quality improvement.

### Leadership Behaviours

- Authentic, consistent and honest leader
- Actively listens and allows others to be heard
- Adaptable to changing needs, pressures, and opportunities
- Empowers others based on skills and expertise
- Dynamic, inclusive, compassionate, and courageous

### Team Member:

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

## Pre- engagement checks

### Criminal Records

**Type of criminal record checks required for this role (please delete as required must leave all 3 check headings on role description)**

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

### Drivers Checks

> Required No
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### Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
<b>Knowledge and Skills</b>	Essential	<ul style="list-style-type: none"> <li>Highly motivated individual with the ability to engage, liaise, influence and negotiate with a broad range of stakeholders and maintain effective working relationships.</li> <li>A sound understanding of quality management systems including continuous improvement principles and internal assurance practice.</li> <li>Effective written communication skills to prepare reports and papers.</li> <li>Good analytical skills to identify quality themes and risks and make recommendations to support improvement solutions.</li> <li>Well-developed organisational skills to manage own workloads, respond to priorities</li> <li>Attention to detail (both written and numerical)</li> <li>Competent in using Microsoft Office suite</li> <li>Ability to think innovatively and use own initiative to create improvement solutions</li> <li>Ability to work to deadlines in a dynamic environment, with changing and competing priorities</li> <li>A self-starter able to work independently with minimum supervision</li> <li>Knowledge of the regulatory environment related to the work of [Displacement and Migration]</li> </ul>	ü	ü	
	Desirable	<ul style="list-style-type: none"> <li>Awareness and understanding of the work of [Displacement and Migration]</li> </ul>	ü	ü	
<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>Previous experience developing and delivering quality assurance activities.</li> <li>Experience in tailoring written and oral communication to different audiences and channels</li> </ul>	ü	ü	
	Desirable	<ul style="list-style-type: none"> <li>Experience of working in the charity sector</li> <li>Experience in developing policies, procedures, guidelines and tools.</li> <li>Experience of leading and delivery of projects</li> <li>Experience of developing tools and guidance to support 'self-service' operations.</li> </ul>	ü	ü	

<b>Behaviours Up to 4</b>	<ul style="list-style-type: none"> <li>• <b>Seeking insight</b> –Supports others to make the best use of the information available and drawing on different sources to develop new courses of action &gt; Asks a range of questions, from different sources, to get at the root of a situation or problem and explore possibilities &gt; Does not always stop with the first answer; demonstrates curiosity and tenacity</li> <li>• <b>Working collaboratively</b> - Creates and maintains a diverse range of long standing, mutually beneficial partnerships: Helps create joined-up collaborative solutions across partners</li> <li>• <b>Communicating and influencing</b> -Uses appropriate British Red Cross communication tools and channels to deliver multiple messages to a range of stakeholders, clearly and effectively. Provides explanations, raises awareness of issues and sends consistent messages to support progress</li> <li>• <b>Solutions focused</b> -Supports solutions or proposes alternative solutions with rational, logical and well thought out options &gt; Seeks others' perspectives and involves them in seeking solutions</li> </ul>				
<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <li>• Ensures inclusive practice and promotes diversity</li> </ul>			
	Desirable				
<b>Travel</b>	There may be a requirement for occasional travel to BRC locations across the UK to attend meetings and conduct aspects of the role.				

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.