

**PERSON SPECIFICATION**  
(Supporting the Policy on Equal Opportunities in Employment)



**JOB DETAILS:**

**Job Title:** Quality Improvement Coordinator  
**Status:** Permanent

**Department:** Medical Directorate  
**Hours:** As per contract

**Location:** to be agreed  
**Reporting to:**  
Quality and Risk Management System Coordinator

Factor	Essential Competency	Desirable Competency
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Clinical knowledge /understanding or experience of working in a health or socialcare environment with the ability to understand complex clinical issues and processes</li> <li>Experience of audit methodology, facilitation and research techniques</li> <li>Knowledge of data collection methods, to include: understanding of research methods, questionnaire design, data collection, data analysis and report writing. Ability to analyse data and identify trends (quantitative and qualitative)</li> <li>Working knowledge and understanding of confidentiality, GDPR, data protection, Caldicott Guardian and Duty of Candour Principles</li> <li>Excellent IT skills, to include: a working knowledge of designing and developing spreadsheets and databases for recording and analysing data; use of Excel, Word and PowerPoint</li> <li>Experience of Management Information Systems ensuring KPI's are monitored and met.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using risk systems</li> <li>Experience of working with policies</li> <li>Experience of writing reports</li> <li>Experience of managing relationships with external stakeholders</li> <li>Experience of Quality or Clinical Governance in health and social care</li> <li>Ability to critically assess evidence to determine whether there is assurance that standards are met</li> <li>Excellent problem solving skills, including the ability to devise governance processes and systems</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ability to provide training on different levels and to present data by developing and production of high-quality reports and graphs suitable for managers, stakeholders and staff</li> <li>• Ability to work in a constantly changing environment, cope with frequent interruptions and re-prioritise work appropriately</li> <li>• Good organisational skills with a high level of management competence</li> <li>• Displays strong leadership skills</li> <li>• Experience of working to regulatory compliance</li> </ul>	
<b>Communication &amp; Building Relationships</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills and influencing skills</li> <li>• Experience of team working</li> <li>• Ability to communicate highly complex sensitive confidential information with members of staff at all levels, verbally and in writing</li> <li>• Ability to build strong relationships with colleagues</li> <li>• Experience of line management</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to facilitate improvements and motivate managers and clinicians</li> </ul>
<b>Training &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree or able to demonstrate equivalent experience Health and Social care</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the charity or public sector</li> <li>• Experience of working with veterans</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure, prioritising competing deadlines, and forward planning work to meet required deadlines consistently</li> <li>• Must encompass the ability to introduce and manage change effectively</li> </ul>	

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	<ul style="list-style-type: none"><li>• Must assume responsibility to be the point of contact for Team</li></ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"><li>• Satisfactory DBS or PVG disclosure</li><li>• Right to Work in the UK</li></ul>	