**Job Description**

**Quality Improvement Officer**

**Role Profile**  Specialist BCP Band F

**Service/Team**  Quality Assurance

**Reports to**  Service Evaluation Manager

**Responsible for**  N/A

**Number of posts**  2

**Post number**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** working collaboratively across adult social care to drive improvement to practice, that secures positive outcomes and improves the health and wellbeing for residents who use our services

**Job Overview**

To support the delivery of a range of quality assurance functions across all aspects of adult social care to quality assure service delivery, and therefore ensure that the service delivers a person-centred approach that supports people’s strengths and puts dignity at the heart of care and support.

To ensure efficiency and value for money is being achieved within adult social care at a time of significant demographic changes, council funding pressures and changes in health and care legislation through service evaluation.

**Key Responsibilities**

* Work flexibly, managing and prioritising own workload, liaising with a range of stakeholders including Service Users/Carers, staff and senior management to actively seek customer opinion to ensure their voice is at the centre of what we do. Building positive working relationships, making outcome focused decisions to develop solutions to a range of problems within guidelines.
* Using knowledge of working practices provide advice on a range of issues to recommend and support the implementation of improvements to services to meet the Councils objectives and comply with relevant statutory requirements.
* Facilitate the project planning and the administration of feedback mechanisms, including logging returns and analysis of both large-scale statutory surveys and local feedback mechanisms to ensure there is systematic way of managing and analysing a range of complex data sets effectively.
* Support the Service Evaluation Manager in carrying out a wide range of audit and service evaluation projects across Adult Social Care to allow reflection of work practices, celebrate success and identify ways to support the business to improve.
* Manage the tracking tools in order for managers to monitor and review improvements to services with the Senior Management Team.
* Assist the managers, with the logistics of wide-ranging engagement and consultation activity, working collaboratively. Use effective interpersonal skills, tact and diplomacy in order to build positive relationships and remove barriers, so views of a range of stakeholders can be sought.
* Work alongside teams to monitor and track learning and ensure areas for improvement are acted upon and are embedded within the service units to show tangible improvements.
* Support the editing and design of various published documents such as but not exclusive to the Adult Social Care Strategy, Service Plans and Self-Assessment. Update the ASC delivery plan in order for managers to monitor and review with the Senior Management Team.
* To provide administrative support to overall Quality Assurance processes as required by the Quality Assurance Team.

**Specific Qualifications and Experience**

* A background knowledge of Adult Social Care
* Experience of supporting a quality assurance function
* Experience of building and managing relationships with internal and external stakeholders
* Experience in, or understanding of, project management.
* Experience of researching, collecting and analysing data.

**Personal Qualities & Attributes**

* Excellent oral, written and presentation skills in order to convey complex information in a

format appropriate to the audience.

* High level of resilience, attention to detail, emotional intelligence, calm under pressure

**Job Requirements**

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* DBS Check – Basic Level Required

Reviewed by Debby Duffy October 2025