

JOB DESCRIPTION

Job Title:	Quality Assurance Administrator
Reporting to:	Regional Quality & Patient Experience Manager (London)
Accountable to:	Regional Manager
Location:	Practice Plus IUC, 3 Roundwood Avenue, Stockley Park, Uxbridge UB11 1AF
Hours:	37.5 hours per week

Purpose

The Quality Assurance Administrator will provide administrative support to the Regional Quality & Patient Experience Manager (RQM).

The service provision includes NHS 111 and Clinical Assessment Service (CAS) which run on a 24/7 - 365 days per year basis and an Out-of-Hours (OOH) service which comprises of Primary Care Centres (PCC) and a Home Visiting Service.

The Quality Assurance Administrator will ensure the highest quality of service delivery for Practice Plus IUC Clinical Audit for London, Partners and Stakeholders along with being a role model to a large and varied team whilst promoting our organisational values.

We treat patients and each other as they would like to be treated

We act with integrity

We embrace diversity

We strive to do things better together

Key Responsibilities

Clinical Audit Administration and Reporting

- Retrieve and collate clinical call recordings and audit trails for clinician consultations across the London region.
- Prepare and submit call recordings and supporting documentation to the Clinical Audit Team for review.
- Receive completed audit outcomes and scores from auditors and accurately record results within agreed audit systems and spreadsheets.
- Maintain comprehensive and up-to-date audit records for all clinicians.
- Upload and store clinician audit feedback and scores within individual clinician folders on the shared drive.
- Monitor audit completion rates and ensure compliance with internal clinical audit processes.
- Coordinate enhanced audits and support any follow-up actions arising from audit findings.
- Act as a point of contact between auditors, Clinical Leads, and operational teams regarding audit activity.

- Compile weekly, monthly, quarterly, and annual audit reports.
- Analyse audit results and identify trends, themes, risks, and opportunities for improvement.
- Develop performance dashboards and maintain audit tracking spreadsheets.
- Present audit data and trend analysis to Clinical Leads and Quality Teams.
- Support the implementation and monitoring of improvement actions arising from audit findings.
- Ensure the accuracy, integrity, and confidentiality of audit data.

Patient Experience Administration & Quality Assurance Support

- Support the Regional Quality Assurance Manager and Patient Experience Manager with quality-related administrative tasks.
- Maintain quality assurance records and databases.
- Maintain accurate electronic filing and record management systems.
- Produce reports, correspondence, presentations, and meeting documentation.
- Support document control processes and version management.
- Ensure all information is handled in accordance with GDPR, confidentiality, and information governance requirements.
- Undertake any other duties commensurate with the role as requested by management.
- Assist in preparing reports, presentations, and documentation for governance meetings and reviews.
- Support the Patient Experience Administration Team by retrieving and uploading voice recordings from Adastra and other relevant systems.
- Assist with the management and organisation of patient experience records and documentation.

Meeting and Governance Support

- Coordinate meetings on behalf of Clinical Leads, Medical Director, and management teams.
- Manage diaries and schedule appointments and meetings as required.
- Book meeting rooms and coordinate virtual meeting arrangements.
- Issue meeting invitations, agendas, and supporting documentation.
- Attend meetings and accurately record minutes and action logs.
- Track actions and support timely completion of agreed objectives.
- Facilitate governance, quality, and audit meetings where required.

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

Working Pattern

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>	<u>Sunday</u>
09:00 -17:00	09:00 -17:00	09:00 -17:00	09:00 -17:00	09:00 -17:00	NWD	NWD

The working pattern does not form part of contractual conditions and therefore there is a requirement for both the organisation and candidate to remain flexible in line with business needs.

PERSON SPECIFICATION

Quality Assurance Assistant

Essential Experience

- Experience working in an administrative or governance support role.
- Experience maintaining databases and spreadsheets.
- Experience producing reports and analysing data.
- Experience managing meeting arrangements and taking minutes.
- Experience handling confidential and sensitive information.

Essential Knowledge & Skills

- Excellent Microsoft Office skills, particularly Excel, Word, Outlook, and PowerPoint.
- Strong numerical and analytical skills.
- Ability to compile, interpret, and present data and trends.
- Excellent organisational and time-management skills.
- High attention to detail and accuracy.
- Strong verbal and written communication skills.
- Ability to work independently and manage competing priorities.
- Ability to build effective working relationships with clinicians, managers, and auditors.

Desirable

- Experience of clinical audits, quality assurance, clinical governance, or healthcare administration.
- Knowledge of NHS governance and quality frameworks.
- Experience working with Adastra or similar clinical systems.
- Experience supporting quality improvement initiatives.

Confidentiality

All information obtained in the course of the postholder's duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

General

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the postholder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group's business plan.

Health and Safety at Work

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group's policies and procedures and with regard to Data Protection Act 1998.

Equal Opportunities

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group.

Smoking

Practice Plus Group is a non smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group's business is carried out unless this is within designated areas.

Travel to other sites

You may be required to travel to other Practice Plus Group locations.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Other duties

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

Signed: _____ Position: _____

Department: _____ Date: _____