

Position:	Quality Assurance and HR Officer
NJC Scale:	NJC Scale 30 - 35
Hours:	24 hours per week
Normal Place of Work:	Crimea Road, Aldershot, Hampshire, GU11 1UD
Reporting to:	Operations Manager

Background to the post:

Step by Step is a dynamic local charity supporting young people. We are a forward thinking, innovative and caring organisation working to prevent homelessness for young people and the problems caused by homelessness. Offering accommodation, training, advice and support to those in need and facing adversity, we also promote widespread awareness of the issues involved amongst the local community. Many of our services are fully funded through grant and contract arrangements but other core services need to be fully or partly funded through grants, donations and support in kind.

Building on a vision that sees the organisation setting standards for excellence with values of openness and trust, courage, teamwork, responsibility and accountability, you will develop strategies and plans to continuously improve quality and the vital contribution made by staff to raise client outcomes.

Key Responsibilities

- Support Senior Management Team (SMT) and other managers in driving up excellence across the organisation.
- Oversee all quality accreditations and ensure high standards are being achieved.
- Lead in the development and maintenance of quality systems that reflect industry best practice.
- Develop a Training Strategy for the organisation that reflects the changing needs of the business and individual staff development.
- Develop and manage all HR systems to ensure proper staff records are being kept.
- Develop and implement an HR Strategy that includes a Volunteer Plan and is in line with the Business Plan.
- Provide advice, support and direction to managers and all staff on recruitment and other human resource issues.
- Maintain and review the staff appraisal process in line with current target and performance management systems being used.
- Undertake staff satisfaction surveys with the aim of retaining high quality people.
- Assist in the development, implementation and review of all Step by Step policies and procedures.
- Report to the Operations Manager, CEO and Board on your achievements against set targets.

General Duties

- Undertake any other duties as required in support of the organisation and as deemed appropriate from time to time.
- Willingness and ability on occasion to work outside of office hours to support the responsibilities of the role or wider work of the Charity.
- Willingness and ability to work flexibly in response to changing organisational requirements.
- A commitment to undertaking training and development to deliver a higher quality service.
- As and when required, be willing to act as the next senior post when necessary and fulfil the duties of that post. Training will be provided as necessary.
- Be part of a rota of staff providing an “out of hours” telephone advice service to support workers and hosts of supported lodgings.

This job description is not necessarily an exhaustive list of duties but is intended to reflect the range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

- Experience** - Experience of developing and improving services and staff skills with examples of excellence
- Experience in self management and administration and prioritising workloads
 - Experience in quality systems development with examples of best practice work
 - Experience of developing training strategies that take account of organisational changes

Qualifications – HR or personnel development qualification desirable

Knowledge and Skills

- Good organisational skills
- Good written, verbal and numerical communication skills
- Proven attention to detail and ability to prioritise
- Intermediate competence level of Microsoft Office packages
- Ability to create Word and Excel documents or letters, reports, spreadsheets and graphs
- Knowledge of HR legislation
- Knowledge of industry best practice in quality assurance systems
- Knowledge of performance management and staff appraisal processes