

JOB DESCRIPTION

JOB ELEMENT	DETAIL
SECTION 1 - JOB DETAILS	<p>Job Title: Interim Quality Assurance Supervisor (Maternity Cover)</p> <p>Responsible to: Workforce Operations Manager (Planning & Information)</p> <p>Department: Workforce Effectiveness</p> <p>Location/Base: Worcester</p> <p>JD code: scjd19</p>
SECTION 2 - JOB SUMMARY	<p>The Interim Quality Assurance Supervisor post holder is responsible for following areas:</p> <ul style="list-style-type: none"> • Motivating and inspiring team members to deliver business priorities and objectives • Accepting, organising and managing the Service Centre's User Acceptance Testing (UAT) schedules to ensure accurate and timely releases to live system environments take place • Facilitate problem solving and collaboration and act as a point of escalation as part of the Service Centre's User Acceptance Testing (UAT) responsibilities • Identifying training and development needs, ensuring that appropriate training/support is given in order to ensure that team members have the necessary skills to carry the work to the required standards • Preparation of individual development plans to support the development of team members and undertaking of monthly one to ones to monitor progress. • Supervising and co-ordination of the day to day workload of the team, prioritising high workloads, ensuring tasks are completed accurately and on time Acting as quality assurance gate keeper for test acceptance and release into the live environment • Ensuring the appropriate preventative, detective and admin controls are in place and deemed to be effective for query, case and ticket management • Effective handling and resolution of inbound queries and cases by e-mail and telephone
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	<p style="text-align: center;">Structure Chart</p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Workforce Operations Manager (Planning & Information)</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"><u>Quality Assurance Supervisor</u></div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 30%;">Workforce Quality Assurance Administrator</div> <div style="border: 1px solid black; padding: 5px; width: 30%;">Workforce Quality Assurance Administrator</div> <div style="border: 1px solid black; padding: 5px; width: 30%;">Workforce Quality Assurance Administrator</div> </div> </div>

SECTION 4 - KNOWLEDGE, TRAINING, EXPERIENCE AND SKILLS REQUIRED	CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
	QUALIFICATION & TRAINING	<ul style="list-style-type: none"> Minimum 5 GCSE/O level equivalent - including Maths and English. 	<ul style="list-style-type: none"> Relevant customer service qualification
	KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Experience in a supervisory role Confident in the use of Microsoft Office suite- particularly Outlook and Excel Experience in managing a team workload Sound administration knowledge within a multifunctional environment in where applicable 	<ul style="list-style-type: none"> Experience of software testing- specifically in a UAT environment. Experience in logging calls and/or queries on an electronic system Coaching skills
	SPECIFIC SKILLS	<ul style="list-style-type: none"> Excellent customer care & service Planning & organising Time management and prioritisation Results orientated Driving for accuracy & quality Excellent communication skills- with a focus on world class customer service Active listening Persuasiveness & influencing Ability to utilise their initiative Ability to produce consistently accurate and high-quality work Ability to multi-task and provide world-class customer service Deal with sensitive and personal information Excellent literacy and numerical skills/data analysis/reporting The ability to motivate through energetic, positive and winning attitudes Ability to maintain a professional manner at all times 	
	REQUIREMENTS DUE TO WORKING ENVIRONMENT	<ul style="list-style-type: none"> Ability to travel to Derby when required (occasional) Ability to travel twice a year to different locations for Company Day meetings. 	
SECTION 5 - MAIN DUTIES & RESPONSIBILITIES OF THE POST	<ul style="list-style-type: none"> Act as the Service Centre quality assurance gate keeper ensuring the relevant checks and controls are in place, are effective and result in right first-time releases Monitor post system releases to gauge level of effectiveness and checking aims have been achieved Ensure all team members are aware of their UAT role and responsibilities resulting in a successful system improvement release Ensure Quality Assurance team tasks are completed accurately and on time within expected key performance indicators and Service Level Agreements Report on a daily and weekly basis to relevant stakeholders on quality of performance, UAT effectiveness, Complaints, Issues (Incidents) and breaches Supervise and prioritise Quality Assurance Team's workload Provide support, guidance and training to users and clients using the TempRE system Ensure new team members are properly supported and appropriately inducted into their 		

	<p>role</p> <ul style="list-style-type: none"> • Creating documentation to support new software released- such as release notes and training guidance • Update the Service Centre on new functionality and which processes it may affect • Ad-hoc duties as specified by the Workforce Management Team
<p>SECTION 6 - WORKING CONDITIONS</p>	<ul style="list-style-type: none"> • The work is office based and the post-holder is a Display Screen Equipment user • There will be a frequent need to complete work to tight timescales • The workload will be varied and unpredictable, so initiative is required to prioritise, resolve problems undertake analysis or investigation including following up enquiries and obtaining information from other members of staff
<p>SECTION 7 - JOB DESCRIPTION AGREEMENT</p>	<p>Completed by:</p> <p>Authorised by: Date:</p> <p>This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in Liaison's requirements.</p> <p>Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.</p>