



Job Title	Quality Assurance Officer
Location	RMC has four branches in Birmingham, Wolverhampton, Walsall and Dudley. The successful candidate will be based on site in Birmingham with regular travel required to all branches when necessary.
Reporting To	Immigration Department Manager
Hours	35 hours per week
Salary	£24k to £26k depending on experience and qualifications. Company matched pension, employee assistance programme, health and wellness support and mental health support. As well as training and opportunities for advancement
Hours	Full time (5 days/35 hours per week)
Contract	2 years fixed term with strong possibility of extension
Probation period	6 months
Annual Leave	21 days plus Bank Holidays and 1 concessionary day

About the role

This is an exciting opportunity for the right person to join the Refugee Migrant Centre (RMC) as its Quality Assurance Officer. RMC is an established, award winning, regional charity, renowned for its work with refugees and migrants. You will help shape its quality of advice strategy and make a positive impact on the lives of both staff and the refugees and migrants that we help.

For over 23 years, RMC has assisted thousands of refugees and migrants from 162 countries. It has helped to remove the barriers to integration, helping its clients become equal citizens, using a whole-person approach to the delivery of services from specialist legal advice through to education and employment programmes.

The post holder will join RMC in the advice department and will work closely with key managers. This is an exciting time to be joining the team, as RMC are strengthening and expanding its infrastructure following a period of growth in staff, activities and turnover (from £776k to £2.8 million in the last 5 years).





The aim of this role will be to provide a quality assurance and audit preparation support, helping the Refugee and Migrant Centre (RMC) to maintain its quality standards set out in its membership with the Advice Quality Standard (AQS) and the Office of Immigration Services Commissioner (OISC).

Purpose of the role

This role requires;

- regular quality of advice assessment of cases, uploaded on our own internal case recording management system, to OISC and AQS case recording standards
- implementation of a robust case checking system, independent file reviews and peer-to-peer assessment
- administrative support to the Immigration Department Manager (IDM) in operation of their quality responsibilities
- preparation of regular internal audit reports making recommendations regarding compliance or non-compliance to the IDM; and
- provision of practical support where necessary to the casework and advice teams across all three sites

Main duties and responsibilities

This role's key responsibilities include;

- Carrying out regular quality of advice assessment of cases, uploaded on our own internal case recording management system, to OISC and AQS case recording standards. These assessments must be in line with agreed guidelines with the IDM and ROM to maintain high standards of advice provision
- When required, to carry out regular analysis of quality of advice assessments to OISC and AQS standards, in order to identify specific issues that need to be addressed
- Supporting the IDM to implement a robust case checking system, independent file reviews and peer-to-peer assessment among the casework management teams
- Supporting the IDM and ROM in preparing for organisational quality of advice audits conducted by OISC and AQS
- Providing administrative support to the IDM in operation of their quality responsibilities and/or any suitable task





- Regularly attending appropriate meetings and providing support in the capacity of the role, including administration, note taking, etc
- Preparation of regular internal audit reports making recommendations regarding compliance or non-compliance of quality and/or process requirements by the team to the IDM
- Provision of practical support where necessary to the casework and advice teams across all three sites; and
- Ensuring that this work is carried out in accordance with RMC's values, principles, policies and procedures, specifically those around equal opportunity, confidentiality, impartiality and non-directive advice

Accountability and Decision Making

- To be accountable/responsible for undertaking the quality of advice audit process in line with the OISC and AQS regulatory standards, but overall responsibility sits with the IDM and ROM respectively
- Expected to exercise professional judgement in raising any issues that arise during the audit process
- Expected to make decisions within known parameters and make recommendations to the IDM/ROM for consideration in more complex and unprecedented circumstances

Problem solving and Complexity

- Required to interpret information from a variety of sources to ensure successful audit process and assessment - the majority of cases will be straightforward but, in some circumstances, there may be complex issues to resolve
- Expected to analyse and identify appropriate audit requirements, in line with the membership standard requirements set out by OISC and AQS to allow resulting recommendations
- Problem solving and analysis skills required for audit assessments in terms of contributing to recommendations and improvements that are being advised - the majority of these should be straightforward in nature and handled by the postholder, with more complex or difficult instances being escalated to the IDM/ROM

For the Charity

- To play an active role in one or more RMC's working groups as required
- To liaise with other teams in RMC as appropriate
- To attend regular team meetings, in order to share information, monitor services and foster effective and supportive team working





- To participate in supervision, appraisal and training as agreed with the IDM
- To carry out administrative tasks in support of own work (e.g., word- processing, filing and recording on RMC's database)
- To carry out other duties consistent with the nature of the post
- To carry out all the above in accordance with the aims, values and policies of RMC, in particular, confidentiality, impartiality and Equal Opportunities.

The above duties will be prioritised by the IDM in consultation with the post-holder. The post-holder may be asked to re-organise his/her work in order to help RMC to respond to changes in type or extent of needs of refugees, which can arise from time to time. This would be done in a way consistent with the purposes of the post and in consultation with the post-holder.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Candidate Specification

Knowledge, Abilities and Skills- essential

- Experience in a quality-auditing role
- Experience of working within established quality standards
- Demonstrable experience of relationship building and excellent interpersonal skills
- Experience of driving change and continuous improvement
- Good oral and written communication skills
- Good analytical skills
- Good level of IT literacy (MS Office)
- Experience of working on own initiative and managing own workload
- Experience of working as part of an effective team
- Ability to work to strict deadlines and under pressure

Desirable

- Experience of working within the voluntary sector, either paid or unpaid
- Experience and/or understanding of advice work
- Current or previous OISC qualification or willingness to train in both OISC standard to required level; and
- A recognised audit qualification e.g., ISO 9001





A DBS check will be carried out for this post

Flexibility

In order to deliver the stated aims of for this post, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above, such duties will fall within the scope of the job and be directly related within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed.

Terms and conditions of employment

The following conditions of service will apply:

Salary	£24k to £26k depending on experience
Location	RMC has four branches in Birmingham, Wolverhampton, Walsall and Dudley. The successful candidate will be based on site in Birmingham with regular travel required to all branches when necessary.
Pension	RMC will contribute 3% of gross basic salary
Holidays	21 days per year plus public holidays pro rata for part-time post. Holiday entitlement increases to 24 days after 2 years and 29 days after 5 years
Hours of Work	35 hours per week (excluding lunch breaks). Some evening and weekend work may be required for which time off in lieu should be claimed
Probation	This post will have a probationary period of 6 months
Notice	One month's notice of termination of employment on either side.
Disability	We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities.

