



# Senior Quality & Insight Officer

## Job description

<b>Grade</b>	Grade D of Mind's salary scales
<b>Type of contract</b>	Permanent
<b>Directorate</b>	Infrastructure
<b>Team</b>	Quality & Governance Team
<b>Reports to</b>	Quality & Compliance Manager
<b>Responsible for</b>	N/A
<b>Location</b>	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
<b>Hours</b>	35hrs p/w

### About the role

As part of a wider Quality and Compliance function, you work in a small team responsible for driving forward quality across Mind through the provision of specialist advice, quality monitoring and leading on a range of improvement initiatives.

The Quality and Compliance function is responsible for ensuring regulatory compliance and embedding a culture of learning and continuous improvement so that Mind can demonstrate the highest possible standards to our beneficiaries, supporters, regulators, donors and other stakeholders. As the Senior Quality and Insight Officer within this team, you will be the team lead for data analysis and reporting, with a focus on capturing high-quality insight and intelligence. You will also work on a range of insight-driven projects and improvement activities to enable teams across the organisation to demonstrate best practice in the following key areas:

- Quality reporting and improvement
- Policy management
- Safeguarding and incident management
- Information governance and data protection

Crucial to this role will be a proactive approach and the ability to develop and improve data collection processes and analytical tools within a small and busy team. The post holder will also be expected to have an eye for detail and to be comfortable preparing high quality reports and presentations for a range of audiences.



## Key Responsibilities

1. Develop data collection processes and analytic tools and maintain accurate datasets, to provide valuable data and intelligence about the quality and compliance of Mind's work using a range of tools that will require knowledge and experience of advanced level Excel together with experience in the use of data visualisation software such as Power BI or similar.
2. Lead on the preparation of regular and ad-hoc reports and dashboards by presenting and interpreting data insights in a variety of formats, for different stakeholders to positively influence decision-making
3. Maintain oversight of Mind's Corporate Policy Index to ensure that policies are updated in line with best practice and legal/regulatory requirements
4. Work with key colleagues to ensure that Mind's approach to quality monitoring and audit is robust and that different systems are integrated and connected.
5. Deliver aspects of quality improvement projects and compliance checks including planning, implementing, developing, monitoring and evaluating progress.
6. Develop and improve high quality written guidance materials for both internal teams and local Minds, drawing on the expertise of subject matter experts within the team.
7. Ensure data quality and integrity through regular quality assurance of datasets held by the Quality & Compliance Team and across the organisation
8. To champion the highest levels of customer care, ensuring that the Quality and Compliance team is providing high quality specialist advice through a responsive helpdesk service
9. Assist with the development and implementation of relevant policies, processes and procedures, ensuring that joined up working is taking place across a range of teams in order to support and achieve organisational strategic aims.
10. To act as a role model for implementing Mind's Data Protection, Confidentiality, risk management and other related policies.
11. To work flexibly and collaboratively across all teams in the organisation to ensure the greatest impact and effectiveness of the Infrastructure department's day to day work.



12. Ensure the views of people with experience of mental health problems inform and guide your work and actively seek opportunities to involve people with lived experience in planning and delivery.
13. Undertake any and all other reasonable and related tasks associated with this role eg minute taking and other admin tasks

## Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.



- To be prepared to work flexibly (e.g.hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

## Person specification

### Essential criteria

1. Experience of analysing complex information to draw actionable learning, producing and presenting summaries and reports which highlight key messages required for different audiences.
2. Experience of developing and improving systems and methods to capture insight from a range of sources.
3. Strong project management skills, with a track record of delivering excellent performance against agreed objectives and meeting deadlines with limited supervision.
4. High degree of IT literacy with experience of using Microsoft Office (Word, Outlook, PowerPoint, Excel – including functions & formulae) and databases
5. Knowledge and experience of advanced data analysis and presentation and with visualisation tools such as Power BI
6. Fast learner with the ability to understand and interpret complex information, including in unfamiliar situations.
7. Excellent written and oral communication skills including the ability to produce accurate and engaging reports and presentations.
8. Ability to develop and maintain effective relationships across the organisation and to work collaboratively within a small team, including working with people with differing perspectives and agendas.
9. Knowledge and understanding of the issues affecting organisational quality and compliance.
10. Aptitude for problem solving and proven ability to demonstrate sound judgement in sensitive situations.



11. Understanding of the legal and regulatory context within which Mind operates, including best practice in data protection.
12. Experience of handling confidential information with a high degree of professionalism.
13. Ability to use own initiative, work unsupervised and manage multiple tasks, re-prioritising work as necessary and using creative problem solving to meet objectives and deadlines.

## **Desirable criteria**

1. Experience working in a not-for-profit or third sector organisation.
2. An understanding of Mind and its networks, or similar structures within the voluntary sector.
3. Knowledge or understanding of mental health issues.