



Job Description

Job title	Senior Quality and Insight Officer
Reporting to	Quality Improvement Manager
Responsible for line managing	
Salary	Grade D of Mind's salary scales
Directorate	Infrastructure
Hours of work	35 hours per week, full time
Located at	Stratford, office based
Type of contract	3 Year fixed term

About Mind

We're Mind, the mental health charity. We won't give up until everyone experiencing a mental health problem gets support and respect. We provide advice and support to empower anybody experiencing a mental health problem and we campaign to improve services, raise awareness and promote understanding.

Mind employs around 400 staff and we have a team of volunteers. Most staff are based in Stratford, London, there is an office in Cardiff and there are a number of dispersed staff working across England and Wales.

Purpose of Job and scope of the job

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. In a fast-changing regulatory environment and as Mind continues to grow and develop new programmes of work, your role will be pivotal to maximizing our impact on people experiencing mental health problems.

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:

- Safeguarding, incident and risk management
- Information governance and data protection



- Fundraising governance
- Contract compliance and due diligence

Crucial to this role will be a proactive approach and the ability to develop and improve data collection processes and analytic 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.

Mind operates within a federated structure with up to 140 local, independent organisations affiliated to us through a membership agreement, quality assured through the Network Relations and Development team. This is a critical time for the whole Mind network as we seek to harness the strengths of this federated model, understand our collective impact and achieve collective growth, you will be expected to play an active role in supporting this development.

Mind aims to ensure that the needs and interests of mental health service users, women and black and minority ethnic communities, disabled people and lesbians, gay men, bisexuals and people of all ages are reflected in all its activities. The post holder is expected to contribute to this aim.

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.
2. Present and interpret data insights in a variety of formats, settings and for different internal and external audiences in order to positively influence decision-making.
3. 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.
4. Deliver aspects of quality improvement projects and compliance checks including planning, implementing, developing, monitoring and evaluating progress.
5. 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.
6. 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.
7. 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.



8. To deliver aspects of the Quality and Compliance annual programme of training and capacity building for staff across Mind.
9. To act as a role model for implementing Mind's Data Protection, Confidentiality, risk management and other related policies.
10. 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.
11. 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.
12. Undertake any and all other reasonable and related tasks associated with this 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



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. Fast learner with the ability to understand and interpret complex information, including in unfamiliar situations.
5. Excellent written and oral communication skills including the ability to produce accurate and engaging reports and presentations.
6. 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.
7. Knowledge and understanding of the issues affecting organisational quality and compliance.
8. Aptitude for problem solving and proven ability to demonstrate sound judgement in sensitive situations.
9. Understanding of the legal and regulatory context within which Mind operates, including best practice in data protection.
10. Experience of handling confidential information with a high degree of professionalism.
11. 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.
12. Experience working in a not-for-profit or third sector organization.
13. High degree of IT literacy with experience of using Microsoft Office (Word, Excel, Outlook, PowerPoint) and databases.



14. Willingness to travel and work some unsocial hours.

Desirable criteria

1. Knowledge and experience of advanced data analysis and presentation tools.
2. An understanding of Mind and its networks, or similar structures within the voluntary sector.
3. Knowledge or understanding of mental health issues.