



## Job Description

**Job title:** Quality and Health & Safety Officer (Part Time - 21 hrs/wk)

### Main purpose of the job:

1. Monitoring and evaluating the quality and safe delivery of all HARP's services.
2. Organising and chairing implementation meetings for all new projects / properties.
3. Producing and updating HARP's Services Manual containing all policies and procedures relating to service delivery.
4. Responsibility for implementation of Health & Safety through HARP's appointed H&S Consultants.

**Department:** Executive Team

**Scale:** NJC Points 32 to 36

**Salary:** Pro-rata<sup>1</sup> (see HARP website)

**Hours:** Part Time (21 hours per week)

**Term:** Permanent

**Position reports to:** Chief Executive

**Position is responsible for:** Ensuring all HARP's services are being delivered safely to high quality standards, governed by robust operational policies and procedures, and that all new services or properties are planned and implemented efficiently and effectively.

### Main Responsibilities

- Monitor and evaluate the quality of all HARP's services, primarily through chairing quarterly service performance reviews for each of these.
- Organise and chair implementation meetings for all new projects started, or new properties opened, by the Charity or for significant events such as a visit to HARP of an important visitor (eg: royal visit), to ensure the smooth and efficient operation of all such initiatives.
- Pull together and regularly update a Services Manual, containing all HARP's policies, procedures, guidance notes, forms and flowcharts relating to service delivery and operations.
- Take responsibility for managing the organisation's implementation of Health & Safety requirements (fully advised by HARP's appointed expert H&S Consultants), including the maintenance of comprehensive H&S manuals and overseeing the completion of regular risk assessments that comply with Health & Safety Executive (HSE) requirements and national legislation.

### Delivery of Role

- As for all HARP employees and volunteers, ensure that the role is carried out in accordance with all relevant Health & Safety requirements as set out in HARP's Health & Safety manual and related policies and procedures.

<sup>1</sup> The salary and other benefits such as annual leave entitlement will be in proportion to a 21 hours working week

- Ensure, as part of the quarterly service review programme, that anti-oppressive and anti-discriminatory practices are an integral part of all the Charity's services and operations.
- Show flexibility and positivity in undertaking any reasonable requests from HARP's Executives to aid HARP in achieving its aims and mission.

### **Stakeholder Management**

- Work closely alongside a range of HARP staff at all levels in the organisation, as well as with volunteers, Trustees and any external funders or service users with whom this role interrelates, maintaining relationships which exhibit mutual respect and understanding of each others' roles, responsibilities and key challenges faced.

### **Confidentiality, Data Protection & GDPR**

- Treat any personal, private or sensitive information about individuals, organisations and / or HARP clients, staff or volunteers, which is viewed or processed or stored in connection with carrying out this role, with appropriate confidentiality, in accordance with HARP's Data Protection policy & procedures as well as with national legislation.

### **Budget**

- Help HARP to ensure all its services are delivered to a high quality standard, therefore delivering good value for money to the Charity's funders.

## Person Specification

### Qualifications

1. Educated to degree or diploma level. **Desirable**

### Relevant experience

2. Experience of chairing and organising meetings, including via Zoom or equivalent digital platform. **Essential**
3. Experience of working with people with diverse backgrounds and levels within an organisation, from the most junior to most senior, including potentially the clients. **Desirable**
4. Experience of drafting, reviewing and maintaining policies and procedures, keeping these in line with best practice and regulatory requirements. **Essential**
5. Knowledge of, and experience of applying, Health & Safety regulations, guidance and risk assessments. **Desirable**

### Aptitude, Skills and Abilities

6. Knowledge of, or willingness to be trained in, the regulatory requirements and best practice guidance relating to people that are affected by homelessness and the issues that may affect them. **Essential**
7. IT skills at a level to effectively use email, Word, Excel, internet, Zoom (or equivalent digital meeting platform) and database systems. **Essential**
8. Self-motivation and the confidence to work without daily supervision, but also able to work cooperatively and flexibly as part of the wider HARP team. **Essential**

### Personal Attributes

9. Patience, politeness, empathy and self-control. **Essential**
10. Flexibility in terms of when the contracted weekly hours are worked, in order to fit in with the busy calendars of colleagues and Trustees. **Essential**
11. Willingness to undertake any further training that may be seen as necessary. **Essential**
12. Demonstrable ability to hold others to account, when assessing and managing the quality of service delivery, or the implementation of projects / opening of new properties, and in overseeing compliance with Health & Safety requirements, via a supportive and sensitive approach. **Essential**