

JOB DESCRIPTION	
Job title:	Quality, Information, Safety and Governance Coordinator
Team/Department:	Quality, Information, Safety and Governance
Location:	Kingston House, Ashford, Kent.
Hours of work:	37.5 hrs per week - minimum 2 days a week in the office
Job title the post holder will report to:	Patient Safety Lead and/or Corporate Risk lead
Job titles reporting to the post holder:	N/A
Date the role profile was revised:	March 2026

JOB PURPOSE

The post holder will be responsible for providing high quality, effective, integrated administration support service within the Quality, Information Safety and Governance (QISG) Team whilst reacting to and implementing change to the service as directed by their line manager.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Work in a supportive capacity to key members of staff within the Quality, Information Governance Team to assist in the delivery of an effective service. This includes safeguarding, Information and clinical Governance.
- Provide administrative support and coordinate all QISG meetings, including arranging meetings and updating diaries using Microsoft Outlook agendas, note-taking, and action tracking.
- Maintain shared mailboxes (e.g. quality, complaints) and direct messages appropriately.
- Ensure documents and registers (e.g. risk register, training log, complaints log) are kept accurate and up to date.
- Support the leads in preparing reports for internal meetings, governance reviews, and external inspections.
- Conduct internal audits, quality control checks, and participate in external inspections to maintain accreditation and certification standards
- Assist where directed with the investigation of any incidents, errors, or complaints related to QISG activities, implementing corrective actions as necessary
- Support investigation of incidents, complaints and RFI, DSAR request working with divisions and other departments to gather information and draft responses.
- Log significant events and incidents using the Ulysses incident reporting system.
- Support a learning culture by helping disseminate learning points from PSIRF and complaints to the wider team

- Ensure staff are informed of new or revised protocols and maintain documentation of acknowledgement or training completion.
- Maintain an up-to-date asset register and ensure documentation (certificates, maintenance reports) is accurately logged.
- To work independently to produce weekly and monthly reports from Ulysess or other reporting systems, as requested
- To support the leads in the preparation of related reports, as required, as part of the Quality and Board assurance process.
- Responsible for maintaining one or more information systems where this is a significant job responsibility.
- Have an awareness of the principles of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).
- Support the Data Protection Manager with the Data Security and Protection Toolkit submission process and assist with routine enquiries relating to Information Governance.
- Maintain an organised archiving system for all out of date documents and control access where appropriate.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a enhanced DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Professional knowledge and experience of handling databases. NVQ Level 3, Higher National Certificate (HNC) or equivalent experience Educated to GCSE level (including English and mathematics) or equivalent practical knowledge and experience	Familiar with Incident Reporting systems (eg: Ulyssess) A good working knowledge of Information Governance and Records Management systems.	Application, Certificates & Interview

Requirements	Essential	Desirable	How identified
	<p>Evidence of on-going professional development in relation to incident reporting requirements within the NHS</p> <p>Ability to produce reliable and valid reports using data from existing databases</p> <p>Ability to take meeting minutes, produce action logs, and facilitate the necessary agenda and distribution of papers</p> <p>Continued professional development, and willingness to keep up to date</p>		
Experience	<p>Experience of working in a similar role.</p> <p>Experience of report writing and other clinical governance.</p>	Experience of change management	Application & Interview
Practical skills	<p>Knowledge of data protection regulations and principles of confidentiality.</p> <p>Proven ability to use knowledge and experience to analyse complex issues/data.</p> <p>Proven ability to work collaboratively with colleagues from a wide variety of disciplines</p> <p>Sound working knowledge of Microsoft Office including Outlook, Word, Excel, PowerPoint, Access, SharePoint and Microsoft team packages</p> <p>Knowledge of the importance of information governance, i.e. maintaining the confidentiality of information, storing information in the right place and making</p>	<p>Proven ability to produce high quality reports and other written information.</p> <p>Understanding of statutory and mandatory responsibilities regarding clinical governance, mortality reporting and duty of candour.</p> <p>Understanding of NHSE Patient Incident Response Framework (PSIRF)</p>	Application & Interview

Requirements	Essential	Desirable	How identified
	<p>sure information is recorded clearly and accurately</p> <p>Knowledge of administrative procedures relating to work area acquired through on the job training</p>		
<p>General</p>	<p>Proven ability to understand and react appropriately to risks and issues</p> <p>Experience of maintaining one or more information systems, managing storage and retrieval of information or records</p> <p>Experience of paying attention to detail within tight deadlines whilst dealing with frequent unpredictable interruptions</p> <p>Ability to work consistently, methodically and reliably under pressure</p> <p>Experience of being a team player with the ability to support and advise others in the performance of their roles as required</p> <p>Ability to be decisive, taking appropriate steps to ensure decisions are actioned within clearly defined policies, procedures and codes of conduct</p> <p>Ability to adapt to new changes implemented to the organisation such as incorporating new systems/processes as released</p>	<p>Ability to motivate others</p> <p>Ability to self-manage</p> <p>Ability to meet deadlines</p>	<p>Application & Interview</p>