

JOB DESCRIPTION	
Job title:	Quality Improvement Support Officer
Team/Department:	Quality Team
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Head of Quality Improvement
Job titles reporting to the post holder:	Non applicable
Date the role profile was revised:	May 2025

JOB PURPOSE

The post holder will be responsible for providing routine administrative duties and support coordination and delivery of projects for the Quality Improvement (QI) programme team. The postholder will drive success of all the projects that are being worked on by supporting the project leads with monitoring the project schedules / actions, logging evidence, benefits and outcomes being delivered across the organisation and preparing progress reports and liaising with key stakeholders.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Contribute to the philosophy of continuous improvement across the organisation and actively promote and embody the IC24 way.
- Scheduling meetings, setting agendas, and taking meeting notes for the QI programme team.
- Management of the QI team generic email inbox.
- Maintain and update QI tools, templates and documentation systems.
- Assist in the development and delivery of the QI team’s training plan to contribute to the business strategy.
- Assist teams with QI projects mitigating risks and solving issues.
- Supporting and guiding colleagues to utilise the DMAIC process and other QI tools effectively.
- Support data collection tools such as surveys, focus groups and agreement of baseline data requirements within project groups.
- Support project groups to collect, analyse and present data.
- Support evaluation metrics for projects
- Quality assurance of projects, for example by auditing, tracking milestones or undertaking compliance checks.
- Maintain an up-to-date database of evaluation project findings and lesson learnt
- Reporting on progress and KPIs including cost savings.

- Build and maintain effective relationships with all colleagues.
- Internal and external stakeholder management.
- Effective, accurate and efficient maintenance of the QI programme and project workstream risk registers.
- Development and ongoing accurate and efficient management of the QI Training and Development database.
- Motivating and engaging all colleagues across the organisation to engage with and utilise the IC24 way.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to always demonstrate excellent communication and interpersonal skills and build and maintain good working relationships with all stakeholders including the following:

- QI Programme Team
- BI & A Team
- Communications Team
- Locality Leadership Teams
- Executive Sponsors for the QI Programme
- All project workstream members

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 basic 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	Good standard of general education		C.V
Experience	<p>An understanding of risk management principles including measurement (likelihood and severity), risk control measures and review</p> <p>Experience of audit principles and procedures with the concept of setting parameters of audit, standard setting, measurement, analysis, reporting and review</p>	<p>Experience of using the DMAIC process or QI tools in practice</p> <p>Experience of providing project support within a healthcare setting</p> <p>Teaching and mentoring experience or qualification</p>	C.V and interview
Practical skills	<p>Excellent communication and interpersonal skills</p> <p>IT literate and confident in the use of standard software including word processing, excel spreadsheets and graphics</p> <p>Accurate and appropriate record keeping</p> <p>Able to produce high quality reports that present meaningful and clear information</p> <p>Attention to detail maintaining a high level of accuracy throughout all tasks</p>	Good knowledge of QI and the DMAIC improvement process	C.V and Interview

Requirements	Essential	Desirable	How identified
	Ability to work under pressure and to prioritise		
General	Demonstrates initiative in handling unforeseen events Flexible towards new working practices Advocate of a philosophy of continuous improvement Team player Highly organised		Interview