



**Quality Officer**

**Role Profile**

**February 2025**

**Together, we'll  
find your voice.**

# About The Donaldson Trust

As the National Body for Neurodiversity, we are a catalyst for change. We believe there is a genuine opportunity to change society for better. We aim to be at the forefront of driving this change, and make a difference with, and for, neurodivergent people.

We're a team filled with caring and talented individuals who work together to create positive change. You will be part of a team dedicated to giving neurodivergent people a voice and contributing to our vision of a society in which neurodivergent people are understood, accepted, treated fairly and valued.

Together, we'll find your voice.

## Our Values:

### **We share what we know**

We share our knowledge so that more neurodivergent people can thrive.

### **We connect people**

We build partnerships and collaborations to increase opportunity and inclusion for neurodivergent individuals. We achieve more together.

### **We remove barriers**

We work together to look for win-win solutions. We make it easier for neurodivergent people to feel accepted, valued and for their voice to be heard.



# The Role: Quality Officer

## Job Purpose

The Quality Officer will provide an internal audit service that supports the Donaldson Trust's activities and services to meet high-quality standards, regulatory requirements and best practice, supporting continuous learning and improvement.

This newly created role is a fantastic opportunity to really make a difference, helping us achieve societal change through encouraging understanding, driving excellent practice and amplifying neurodivergent voices.





## Key Responsibilities

### Quality Assurance and Compliance

- Support the development of and maintain a monitoring framework and audit tools and processes to ensure quality and compliance is measured and demonstrated across the organisation.
- Develop a bi-annual audit schedule in collaboration with executive and functional leadership that supports a high level of conformance and helps drive continuous improvements over all Trust activities.
- Carry out internal audits, providing detailed audit reports that highlights areas of conformance and best practice while detailing areas for improvement.
- Work collaboratively with auditees to agree final audit reports, actions and present to senior leadership.
- Collaborate with colleagues across the organisation to ensure documented evidence of compliance with legal, regulatory and sector-specific standards and internal policies and procedures (including health and safety, data protection and safeguarding).
- Support colleagues to prepare for external audits, inspections and accreditation processes and to support the satisfaction of any improvement actions and requirements.

### Policy and Process Improvement

- Support the development of and the ongoing management of a version control mechanism for policies and procedures, ensuring review periods are adhered to.
- Support the review and update of policies and procedures to align with best practice, identifying areas for improvement.
- Collaborate with teams to support the implementation of quality and process improvements.
- Support with training and raising organisational awareness of quality standards, policies and compliance requirements.

## **Organisational Business Processes**

- Support the ongoing review and updating of the organisations' risk register and business continuity plans.
- Actively participate in the complaint management process, monitoring compliance with the complaints procedure and policy, and support colleagues to resolve problems by working constructively with investigators and responsible managers to understand investigations and the issues they raise.
- Be the first point of contact for data protection enquiries, manage responses to subject access and freedom of information requests.
- Support all initiatives that lead to the achievement of an accredited quality management system.

## **Monitoring and Evaluation**

- Based on audit data and other inputs develop and provide metrics, dashboards and reports on quality and compliance which allow effective scrutiny, planning, learning and improvement.
- Support the gathering, analysis and reporting of data relating to performance against organisational Key Performance Indicators (KPIs).
- Ensure that quality improvement initiatives reflect the needs of the people we support.

## **Behaviours**

- Be a role model for colleagues and stakeholders, showing energetic, determined, flexible and positive approach that will support our aims of being relevant, vibrant, agile and sustainable.
- Adopt a flexible style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds Donaldsons values and ethos.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

# About you

You will have:

- Strong knowledge of quality assurance, compliance and risk management.
- Working knowledge of health and safety and data protection.
- Excellent attention to detail and problem solving skills.
- Strong analytical and report writing skills.
- Strong numeracy skills.
- Effective planning and organisational skills and the ability to maintain accurate records.
- Ability to work independently and as part of a team.
- Strong commitment to Donaldsons' values, mission and vision.
- High levels of personal and professional integrity.

## **Desirable:**

- Experience of working within an accredited quality framework.
- Understanding of regulatory frameworks affecting care and education in Scotland.





## Remuneration:

Salary:	£19,212 per annum
Hours:	Part time, 21 hours per week
Reporting to:	Finance Manager
Location:	Hybrid working, Linlithgow campus and from home (anticipated split of 60/40)
Holidays:	7.8 weeks holidays (inclusive of public holidays)
Pension:	Group Personal Pension Plan, up to 12% employer contributions through salary sacrifice
Benefits:	Life Assurance Scheme (three times the salary) Employee Assistance Programme Health Cash Plan Doctorline Colleague discount scheme Family friendly policies Strong commitment to learning and development

## To Apply:

To apply, please complete an online application form available on: <https://www.donaldsons.org.uk/application-form/>

To arrange an informal discussion about the role ahead of applying, please email [people@donaldsons.org.uk](mailto:people@donaldsons.org.uk).

Closing date: 4<sup>th</sup> March 2025

Interviews: 12<sup>th</sup> March 2025