Knowsley Council

Job description	
Job title	Senior Technical and Quality Services Officer
Grade	J
Directorate	Communities & Neighbourhoods
Service/team	Commercial Services
Accountable to	Performance and Quality Assurance Manager
Responsible for	N/A
JE Reference		**Date Reviewed**	June 2025

Purpose of the Job

The Senior Technical and Quality Services Officer will deliver high quality support to the Performance and Quality Assurance Manager and to the wider operational teams within Neighbourhoods and Commercial Services. They will provide guidance and support for the deployment of operational services through effective delivery of software systems, resource deployment, data analytics and quality management systems.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To organise, develop, and improve the asset management and resource deployment systems by effectively managing and recording operational activities on a daily basis. (Systems – Confirm, Routeware, MapInfo, inhouse developed systems)

2. Conduct Quality Management System Audits, ensuring a full audit program is completed each year (audit plan, schedule, checklists for auditing). Report all audit findings to management, including ongoing corrective / preventive actions, and the effectiveness of those actions put into practice.

3. Preparation of the quality manual and quality assurance procedures to ensure compliance with the ISO Quality Management Standards.   Maintain and update the quality management system, including procedure enhancements, revision changes, and overall

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process control; assist all services in documenting processes, work instructions, flow charts and related paperwork

4. To be responsible for analysing data through the appropriate applications to provide trend analysis, future planning, progress of targets within the service plans and behaviour changes highlighted through the data.

5. To be responsible for the timely and accurate production of performance information, both operational and financial, related to all covered services within the team.

6. To support the Service by providing analysis on the planning, capacity building, management and deployment of resources and assets ensuring the most effective and cost-efficient services are being delivered

7. To organise and undertake the development and maintenance of all asset data and productivity information to ensure the delivery of quality and efficient services.

8. To organise and deliver the administration and user training of the system and mobile technology i.e. PDA's and maintain accurate and auditable training records.

9. Provide analysis as required on corrective action that will influence future delivery of services and produces recommendations for improvement in policy, service provision and priorities in service quality.

10. To organise and undertake time and motion studies with operational teams. To produce and interpret accurate productivity data for all frontline operational tasks to inform resource deployment and the development of contract specifications and tender submissions.

11. To lead on benchmarking performance with other local authorities, APSE and other organisations.

12. To support the maintenance of service quality standards including legislative, regulatory and ensure national guidance relating to each service is adhered to and reported on as appropriate

Health and Safety

- To use equipment as instructed and trained.

- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.

- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.

- Report actual or potential security incidents.

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