

**Job Description**

**Job Title Generalist Advice Quality Auditor**

**Location** Belfast (but available to work at locations across NI)

**Salary** NJC SO1 (£26,470 - £28,221, commencing £26,470 + 3% employer pension contribution *(Fixed-term to March 2020 with potential of extension)*

**Post** 35 hrs per week

**Report** Advice Services Support & Development Officer

**Purpose of job** To work as part of our quality team supporting implementation of the Northern Ireland Advice Quality Standard providing independent audit of funded advice providers across Northern Ireland, supporting improvements in the provision of generalist advice with providers and contributing to the ongoing development of the Standard.

**Contact with**  Managers across advice sector in Northern Ireland

Law Centre staff

Law Centre members

Relevant organisational sub-committees

Other appropriate individuals and agencies within the Voluntary/Community sector and government departments

**MAIN DUTIES**

* To co-ordinate the scheduling of NI Advice Quality Standard (NIAQS) audits with independent advice providers;
* To work as part of the audit team with particular responsibility for the quality of advice element of the NIAQS with independent advice providers in Northern Ireland;
* To contribute to the development of audit reports and feedback to advice providers;
* To raise awareness of the NIAQS through promotional activities;
* To contribute to the review of the NIAQS standard resulting from audit findings and new developments;
* To assist in supporting quality systems in the Law Centre NI’s areas of work;
* To work with others across the Law Centre NI in the achievement of quality objectives and organisational objectives;
* To identify and maximise organisational development opportunities;
* To develop and maintain links with member agencies and other relevant organisations in the voluntary, community and statutory sectors;
* To build effective relationships within and outside the Law Centre NI.

**OTHER DUTIES**

* To represent the Law Centre NI to external stakeholders and organisations as required;
* To act as an ambassador for the Law Centre NI;
* To undertake such other duties as may be required from time to time.

**Professional Development**

* To build stakeholder confidence in Law Centre NI activities through high standards of personal and professional accountability;
* In consultation with the Advice Services Support & Development Officer, to identify training and professional development needs and to source appropriate support;
* To be available to work outside standard business hours on occasion in order to meet the demands of the role.

**Personnel Specification**

**Generalist Advice Quality Auditor (GAQA – 10-19)**

**Essential                             Desirable**

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| **Qualifications, Knowledge & Experience** | **E1** Level 3 qualification in advice and guidance with two years **generalist advice\*** experience  **OR**  Level 2 with minimum of three years experience of providing **generalist advice** in a voluntary/community advice service setting.  *(\*generalist advice is defined through the NI Advice Quality Standard to include Appeals and Tribunals (may only be offered by larger providers),*  *Benefits, Consumer, Debt (although complex money advice requires specific skills),*  *Disability (basic only – more complex will usually be referred to specialists), Education, Employment, Health, Housing,*  *Human Rights (basic), Immigration (at a basic level only – more complex work must meet legal guidelines)*  **E2** Experience of quality audit processes, eg NIAQS, CAB, PQASSO, ISO.  **E3** Understanding of the generalist advice sector in Northern Ireland.  **E4** Comprehensive experience using ICT systems including MS Office (Word, Outlook, Excel), and database applications eg, AdvicePro. | **D1** Understanding of the role of the voluntary and community sector.  **D2** Experience of training and improvement processes. |
| **Skills/Aptitudes** | **E5** Good communication, both written and oral.  **E6** Ability to prioritise and to work effectively to agreed deadlines.  **E7** Self motivated with a passion for affecting positive change on behalf of vulnerable people.  **E8** Ability to identify and maximise organisational development opportunities.  **E9** Good organisational skills and ability to be administratively self supporting.  **E10** Ability to work independently and as part of a team to achieve promoting knowledge sharing across an organisation, supporting its strategic objectives. | **D3** Ability to identify law and policy issues for strategic development and opportunities to influence change. |
| **Commitment** | **E11** Commitment to aims of Law Centre NI.  **E12** Commitment to ongoing professional development. |  |
| **Circumstances** | **E13** Willingness to travel throughout Northern Ireland as required.  **E14** Current UK driving licence with access to a car (note, this will be waived where applicants can demonstrate suitable alternative arrangements or in response to disability needs).  **E15** Available for occasional out of hours work in accordance with the requirements of the post. |  |