

Job Description	<h2>Systems & Quality Coordinator SQC25</h2>
About the role	<p>Our work at Self Directed Support Scotland is all about ensuring people can live well, and are able to have as much choice, control and flexibility as they wish when it comes to any support they need.</p> <p>Our focus is on improving the implementation of Self-directed Support (SDS) in Scotland. We do this by working collaboratively across the social care sector: with Scottish Government, Local Authorities and third sector organisations. We promote the values and principles of SDS and deliver a range of projects aimed at improving understanding of (and access to) Self-directed Support. This is an exciting time to join our team as we work to implement the national SDS Improvement Plan and Personal Assistants Programme Board workplan.</p> <p>We're looking for Systems and Quality Coordinator who can lead in all aspects of organisational systems and Information Technology, ensuring organisational compliance to support operational delivery.</p> <p>This position, offered on a full-time basis, will focus on providing and managing a robust IT infrastructure in support of SDSS activities, stakeholders and the team.</p> <p>To do this effectively, you will be confident in a wide range of IT systems, conveying learning to an online environment and have an aptitude for business policy and compliance.</p> <p>Essential to the role are initiative, advanced IT skills, business management experience, an eye for detail, and very importantly the ability to manage confidential information appropriately. CRM/database, e-learning LMS and website CMS skills are essential.</p> <p>The role can be office based in Edinburgh or remotely, with occasional national travel for events.</p>



About SDSS	<p>Our vision is “A Scotland where quality Self-directed Support is available to all as a route to Independent Living”.</p> <p>We work to promote the values and principles of Self-directed Support, including choice, control and flexibility, in all aspects of social care support.</p> <p>We do this by working collaboratively across the social care sector: with Scottish Government, Local Authorities, third sector organisations and our members, to improve Self-directed Support implementation in Scotland.</p> <p>As a Disabled People’s Organisation, we stand up for the rights of disabled people and people who need support.</p> <p>And we champion local Independent SDS Support Organisations across Scotland, who help thousands of people every year access and manage the support they need to live well.</p> <p>Find out more out what we do here: Our Work</p>
Benefits & Outline Terms	<p>£31,500 per annum (FTE)</p> <p>Applications are invited for 21- 35 hours (FT 35 hours), permanent subject to probationary period.</p> <p>Seven weeks annual leave including public holidays.</p> <p>Contributory pension scheme, 6% employer contribution.</p> <p>Occasional weekend and evening work may be required.</p> <p>SDSS is an equal opportunities and <u>Fair Work First</u> employer and applications from disabled people are particularly welcome.</p>
Location	Edinburgh Office based (Norton Park, 57 Albion Road, Edinburgh, EH7 5QY) with some travel and occasional overnight requirements.
Reporting to	Communications Manager
Reports	None
Job Purpose	To ensure SDSS delivers high quality learning and accurate information systems and innovative solutions for delivery of SDSS programmes. To ensure SDSS operates as a compliant business through developing and maintaining IT infrastructure in support of our workers and contractors.



Responsible for	<ul style="list-style-type: none"> • Business management and policy • IT systems and internal business infrastructure • Coordinate and develop online resources • Online Training framework delivery • Survey coordination • Staff induction & CPD • IT, Data & Risk compliance support • Maintenance of stakeholder databases and accuracy of data
Key Targets	<p>Candidates will have the skills and experience to deliver</p> <ul style="list-style-type: none"> • Publication & administration of eLearning • CBS Student data processing in line with course delivery • Production of national stakeholder campaigns in line with meeting programmes • Representation of SDSS in Communication and Information subgroups • Annual review programme of public online resource data for accuracy • Compliance reporting: OSCR, CH, Lobbying, ICO, SQA as required • Immediate reporting of any breaches of office/data security as appropriate • Quarterly or as required maintenance of internal Risk Register • Monthly, quarterly & annual finance reporting • Annual review of SDSS policy
Outputs	<p>Candidates will be confident to</p> <ul style="list-style-type: none"> • Provide and assist with on-the-job training in IT systems • Lead on the development of the training locator including building relationships with relevant stakeholders to gather data • Coordinate data gathering campaigns such as surveys • Coordinate project management software processes • Contribute to weekly operations meetings to ensure team and workplan needs are resourced. • Staff induction coordination • Ensure systems and data retention is in line with policy. • Devise and oversee IT systems in support of functions within SDSS and project workplans as appropriate. • Ensure IT contracts are fit for purpose. • Liaise with management team to ensure that all IT requirements are being met.



- Contribute to presenting a welcoming and positive environment for staff and visitors alike.
- Act in accordance with direct instructions from senior colleagues.
- Assist with stakeholder issues where appropriate.
- Immediately report any breaches of office/data security to Manager as appropriate.
- Liaise with suppliers and contractors on behalf of managers to ensure continuity/ provision of serviceable IT systems.
- Be aware of health and safety and contribute fully to keeping the work environment, community, people who use services, and yourself safe.



Experience	Essential/ Desirable	Assessment
Key Indicator -		
Experience of administering a complex IT portfolio which might include e-learning platforms, learning management and CRMs.	E	Application/ Interview
Experience in producing e-learning and public facing portals for data gathering, interactive resources or similar.	E	Application/ Interview
Experience with Salesforce, Formtitan and Xero or similar for maintaining accurate records, project management and reporting.	E	Application/ Interview
Experience of supporting the management of IT including liaising with suppliers and meeting compliance requirements for cyber and data security.	E	Application/ Interview

Knowledge, abilities and skills	Essential/ Desirable	Assessment
Key Indicator – (continues next page)		
Proficiency with database and project management tools, with the ability to do customisation tasks such as flows	E	Application/ Interview
Ability to convert training content into effective e-learning	E	Application/ Interview
Ability to direct, encourage and empower staff with IT solutions	E	Application/ Interview
Proactive, organised approach with the ability to manage own workload and competing priorities.	E	Application/ Interview
Able to demonstrate and articulate a clear understanding of compliance issues around data, privacy and internal policies.	E	Application/ Interview
An excellent standard of written, listening and oral communication skills, for a diverse range of situations and settings.	E	Application/ Interview
Expertise in using Teams, Office 365, Sharepoint and related programmes.	E	Application



Ability to spot opportunities to streamline systems and processes, use AI appropriately and work with colleagues to make appropriate changes.	D	Application/ Interview
Professional qualification, or experience in relevant specialism with evidence of continuing professional and personal development.	D	Application
Knowledge and understanding of the Independent Living Movement, the Social Model of Disability or the Scottish social care landscape.	D	Application/ Interview

Notes for applicants	
Please use Job Reference:	SQC25
Applications are made online at:	https://sdsscotland.formtitan.com/ftproject/applications25
Closing date for applications:	Monday 18 August, 09:30am
Expected dates for interviews:	Tuesday 26 August
For more information about SDSS see:	https://www.sdsscotland.org.uk/
Contact for questions or schedule an informal chat:	Jeremy Adderley, Operations Manager jeremy@sdsscotland.org.uk
Applications from disabled people are particularly welcome. We will support you through the recruitment process with any reasonable adjustments required in accordance with the Equality Act.	Any access issues please call 0800 8411 321

