



Job Specification

Job Title:	Quality Assurance Officer (0.8 FTE) (temporary)
Project:	Farming Connect
Line Manager:	Head of Advisory Service
Salary:	£27,391.82 pro rata

Aim

To support the Head of Advisory Services and Advisory Service Team Leader in the effective day to day operation of the Advisory Services project. The Quality Assurance Officer will ensure that all advisors adhere to Mentera Quality Assurance processes and continuously monitor and coordinate the work stream between Mentera and IBERS. The Officer will also lead on the coordination of all aspect of MABIS Amaeth.

Main Responsibilities

Quality Assurance

- Assist in producing accurate reports to monitor progress against qualitative and quantitative outputs
- Assist in creating, coordinating and delivering effective management systems in line with the relevant audit requirements
- Administer and coordinate the Quality Assurance (QA) process
- Assist the Advisory Service Team Leader to produce accurate reports, including dashboards
- Ensure that all advisors are quality assessed in a timely manner
- Assist the Advisory Service Team Leader to ensure that all monitoring and evaluation methods are being delivered
- Provide statistical reports as and when needed on every method of evaluation analysis
- Anonymise reports
- Updating and careful monitoring of QA record
- Identify any unsatisfactory delivery and that the issue is dealt with in accordance with the process and policies
- Ensure Invoices from any subcontractors are in line with delivery

MABIS Amaeth

- Act as an enhanced first point of contact for individual Advisors/Vets subcontracting to MABIS Amaeth concerning Advisory Services
- Ensure that necessary evidence for each piece of advice is submitted and entered on the System in compliance with project monitoring and Welsh Government requirements



- Creation of invoices to cohere with work delivered to Mentera – Farming Connect Advisory Service and/or other lots
- Input data into the BAS/CMS against individual companies and customers
- Ensure that all invoices and key evidence for payments are submitted by sub-contractors on a timely basis
- Attend MABIS Amaeth meetings with sub-contractors and take minutes
- Make sure that all advisors are meeting CPD requirements of the programme
- Assist the Head of Advisory Service to reach targets of delivery
- Process applications and claims when needed to support the team.

Other

- Ensure standards for quality, customer service, equality and diversity, health and safety and biosecurity are met
- Accept other reasonable duties and responsibilities as required
- Represent Mentera as required

Skills and Experience

Essential

- Educated to minimum NVQ level 3, or equivalent, and/or demonstrable experience in a relevant field
- Excellent communication, interpersonal and organisational skills
- Organisational, co-ordination, time management skills and excellent general administrative skills
- Excellent customer service skills
- Able to be proactive and to drive things forward effectively
- Able to work to tight deadlines
- Able to work on his/her own as well as within a team
- Excellent bilingual communication skills (oral and written)
- A good understanding or experience of agriculture / rural sector
- Able to maintain compliance, quality and consistency within administrative processes by co-operating closely with the rest of the team and with attention to detail
- Able to input data correctly and keep data in compliance with relevant data protection laws
- Experience of producing clear, correct and detailed reports which are relevant to the audience
- Forthright and enthusiastic about the work of the Department
- A self-motivator, accepting responsibility for setting and reviewing priorities for achieving own work and objectives, taking account of customer needs
- Experience of working towards targets, individually and as part of a team, with a clear focus on quality
- Able to work independently or as a member of a team



- Excellent IT skills including - Windows; Productivity software (e-mail, word processors, spreadsheets, file storage); Safe usage of computers and the internet (searching and browsing the web, using websites and online applications)
- If working from home for any period, you will be required to already have a suitable internet connection.

Additional Information

If you would like an informal discussion about this post, please contact Eiliw Hughes on 07772 694116 or elliw.hughes@mentera.cymru

The requirements of this role means that it has been categorised as follows:

- A driving licence and use of a car for business purposes:
 - Not required
 - Desirable
 - Essential ✓
- Welsh language ability:
 - Listening/Speaking: Level 2
 - Reading/Understanding: Level 2
 - Writing: Level 2

Mentera provides language skills training to every staff member who wishes to develop their use of Welsh.

How to apply

Applications for this post can be made by completing the enclosed application form and equal opportunities monitoring form and returning them to swyddi@mentera.cymru by 10 am, 16 September 2024.

Interviews

We will hold the interviews for this position on Monday, 23 September 2024. If this date is not convenient, please state so on your application form.

Equality and Diversity Declaration

Mentera is committed to supporting and promoting equality and diversity and to creating an inclusive working environment. We believe this can be achieved through attracting, developing, and retaining a diverse range of staff from many different



backgrounds. We therefore welcome applicants from all sections of the community regardless of sex, ethnicity, disability, sexual orientation, trans identity, relationship status, religion or belief, caring responsibilities, or age. In supporting our employees to achieve a balance between their work and their personal lives, for most roles we will consider proposals for flexible working or job share arrangements.