



Job Description

Title:	Director of Quality Improvement and Compliance
Accountable to:	Chief Executive Officer
Responsible for:	Safeguarding, Complaints Assurance Officer and Estates Team.
Location:	Home based with regular travel to the National Office (Leamington Spa) and locations around the UK
Contract Type:	Permanent, Part Time
Working Hours:	32 Hours per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 1 years' service, Paid mileage for travel to locations other than base location. <small>[OBJ]</small>

Main purposes of the job:

As Director of Quality Improvement and Compliance, you will be a key member of Life's Senior Leadership Team, working closely with the CEO to translate organisational strategy into high-quality, sustainable delivery, with exciting future developments ahead.

This is a senior role with real influence - both on the strategic direction of Life and on the lives of hundreds of people we support.

You will provide visible, values-led leadership across the organisation, ensuring that quality, safeguarding, compliance and continuous improvement are embedded in everything we do.

You will lead Life's approach to quality assurance, safeguarding, estates compliance and service improvement across a multi-site portfolio, ensuring services are safe, effective, person-centred, financially sustainable and compliant with regulatory requirements.

Key achievement areas:

Strategic Leadership & Culture

- Provide visible leadership that embeds Life's vision, values and culture across all services and departments.
- Act as a senior strategic partner to the CEO and wider leadership team, shaping organisational priorities and future developments.
- Develop, coach and inspire senior managers and leaders to perform at their best, fostering a high-performing, values-driven culture.

Quality Improvement, Compliance & Assurance

- Hold senior accountability for regulatory compliance, quality assurance and continuous service improvement across supported housing, estates and wider organisational premises.
- Lead an integrated and cohesive approach to quality assurance, ensuring robust systems that maintain and improve regulatory compliance and evidence-based practice.
- Provide senior oversight of safeguarding governance, complaints handling and assurance arrangements.
- Lead and direct audit, inspection and review activity across supported housing and helpline services to ensure consistently high standards of delivery.
- Ensure policies relating to quality, safeguarding, complaints and compliance are up to date, implemented effectively and reviewed regularly.

Operational Excellence & Partnership Working

- Lead and oversee multi-site operations from a quality and compliance perspective, ensuring consistently high standards of care, safeguarding and support.
- Work in close partnership with operational leaders to embed high-quality, person-centred practice and sustainable improvements.
- Drive operational excellence, innovation and efficiency through effective systems, processes and continuous improvement methodologies (including Lean Six Sigma).

Financial Sustainability & Resources

- Ensure services are financially sustainable, working closely with Finance colleagues on budgets, resources and financial planning.
- Ensure effective and efficient use of resources to deliver financial targets and maintain a motivated, capable workforce.

Estates, Health & Safety

- Provide strategic oversight of property compliance, health and safety and environmental standards across all Life premises.
- Line manage and support the Estates team to ensure safe, compliant and welcoming environments that support excellent client experience.

Safeguarding & Wellbeing

- Oversee the operational aspects of safeguarding, client, staff and volunteer wellbeing, and mental health support.

- Safeguarding all who meet with the charity. This includes, but is not limited to, clients and their children, staff, volunteers, trustees and beneficiaries.
- Ensure robust systems for maintaining accurate, confidential safeguarding and welfare records.
- Ensure staff have timely access to effective mental health and wellbeing support.
- Stay up to date with safeguarding legislation and guidance and ensure relevant updates are disseminated and embedded across the organisation.

Data, Insight & Innovation

- Lead the use of data, insight and digital systems to drive continuous improvement, performance monitoring and assurance.
- Build a continuous quality assurance approach that identifies good practice, addresses risk and supports sensitive implementation of change.

External Engagement & Regulation

- Lead relationships with regulators, inspectors, professional bodies and sector networks.
- Work collaboratively with the Directors of Income Generation, Housing, Helpline Services and Finance to ensure a joined-up approach to Quality assurance, accreditation and service quality across the full journey of support.

Person Specification

We are looking for a values-led, strategic and credible leader who brings:

Essential

- Senior leadership experience within supported housing, homelessness or a closely related regulated sector.
- A proven track record of leading multi-site services and managing senior operational leaders.
- Strong experience working within regulated environments and delivering high-quality, compliant services.
- Sound financial and commercial awareness, with experience managing budgets and resources of a similar scale (c. 80 staff across 26 sites).
- Deep understanding of quality improvement, safeguarding, complaints and assurance in complex service environments.
- Passion for developing people, culture and values-driven practice.
- Lean Six Sigma qualification.
- Level 5 Safeguarding qualification.

Personal Qualities

- Strategic thinker with the ability to translate strategy into practical delivery.
- Collaborative, visible and approachable leadership style.
- Leads with integrity, humility and purpose.
- Committed to co-production, continuous learning and innovation.

The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.

A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal

- Solidarity – We're with you and for you
- Community – We're better together
- Charity – Doing good for one another
- Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by, and take responsibility for, the obtaining, storage, processing and sharing of any personal data within the meaning of the UK General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

Charitable Ethic & Fundraising:

Life relies on voluntary income to deliver our vital services. As a result, all staff and volunteers are required to have a charitable ethic, ensuring we are careful with our donor's funds and representing the best value for money in everything we do. This includes being an ambassador for fundraising, retail and marketing when we represent Life in each of our roles; looking for funding opportunities to pass onto the income generation team as well as taking a personal interest in supporting income generation for Life.

Post title: Director of Quality Improvement and Compliance

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)
Strategic Ability / Innovation		
Ability to lead individuals and teams to achieve key objectives	P	
Ability to think creatively and identify business development opportunities	P	
Excellent networking and communication skills	P	
Experience / Knowledge / Qualifications		
Academic or professional lean qualification (Six Sigma) or evidence of relevant experience	P	
Safeguarding qualification level 5	P	
Health and Safety Qualification (IOSH Managing safely as a minimum)	P	
Evidence of continuing personal and professional development	P	
Senior or middle Management experience in a not for profit organisation		P
Quality, compliance, Health and Safety, Safeguarding strategies and methodologies	P	
Proven ability to lead and motivate high performing teams	P	
Communication		
Excellent verbal and written communication skills	P	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	P	
Personal		
Committed to the vision, mission, and values of the charity	P	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	P	
Dynamic	P	

Ambitious	P	
Ability to work on own initiative	P	
Handles pressure of meeting deadlines and supports others where possible	P	
Motivated	P	
Commitment to own personal and professional development	P	
Ability to motivate others and work as part of a team	P	
Ability to negotiate and influence	P	

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Internal Use Only

Approved By: Kerry Smart

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