**Quality and Compliance Officer**

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| Job Title:  | Quality Compliance Officer | Location/Service: | Central Services |
| Department: | Quality  | Reports To: | Click or tap here to enter text. |
| Responsible For: | N/A | Budgetary Responsibility: | N/A |
| Level of DBS Check Required: | Enhanced  | Expected Regulatory Responsibility: | N/A |
| Does the role require travel to multiple sites? | Yes |
| Purpose: |
| The Quality Compliance Officer will play a key role in supporting the achievement of excellent quality, regulatory compliance and improved outcomes for adults with learning disabilities and autism. Working under the direction of the Head of Safeguarding, Quality and Governance and line managed by the Quality and Compliance Lead, the role will undertake service reviews, and thematic audits to ensure our services meet statutory requirements, regulatory standards and best practice guidance. |
| **Key Role Responsibilities/Accountabilities:** |
| * Conduct proportionate, fair and evidence-based compliance audits aligned with internal quality frameworks, CQC regulations and best practice standards.
* Assess and analyse information from a range of sources to effectively identify trends in respect of quality, risk and areas for development.
* Engage with a range of stakeholders including family members and commissioners to collect evidence as part of the audit process.
* Ensure that judgements made are evidence based and informed by the analysis of a broad range of information sources.
* To report to the Quality & Compliance lead on progress and outcomes from audits escalating areas of risk as required.
* To prepare, deliver and report in an effective and focused manner ensuring that feedback and reports to key stakeholders detail audit findings and actions required.
* To use evidence of practice to support the development and maintenance of relevant policies and procedures across the organisation
* To attend and contribute to all relevant meetings as appropriate to the role
* As and when directed, to be involved in reviewing formal complaints and serious incidents adopting best practice and, when needed
* Ensure that people we support are placed at the heart of service delivery and desired outcomes are in line with Hesley Group values

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. |
| Legal and Statutory Responsibilities for all Colleagues: |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies. Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date. Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role. Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times. Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.  |
| Person Specification: |
| **Essential:*** Knowledge of relevant legislation and Regulatory Standards.
* Knowledge and understanding in respect of current adult protection, process and responsibilities.
* Knowledge and understanding of current best practice in social care for adults and children, particularly those with a learning disability and autism.
* Understanding of quality assurance process and systems relevant to risk, practice and quality.
* Ability to analyse and assess levels of compliance, and maintain effective systems to support the organisation in continuous improvement
* Ability to advise appropriately in respect of potential/actual risk and how this may be managed
* Ability to support improvements in compliance related to delivering best practice
* Ability to communicate effectively and build positive working relationships with all stakeholders, internal and external to the Hesley Group
* Ability to attend work as required, organise and prioritise own workload to meet the needs of the organisation
* Ability to regularly travel between services.
* Excellent interpersonal skills including the ability to communicate and influence a range of stakeholders.
* Level 3 Qualification relevant to children and adults or willingness to undertake appropriate training
* Experience of working within an operational or compliance and contract capacity relevant to adult services
* Recent experience of working in the field of learning disabilities and autism.
* Experience of assessment and management of quality and risk in services for people with learning disabilities and autism
* Experience of supporting service improvement and innovation.

**Desirable:*** Experience of contributing to, devising, implementing and reviewing policies and procedures.
* Experience of the design or delivery and preparation of management information.

**Qualifications:*** Level 3 Qualification relevant to adults or willingness to undertake appropriate training.
* GCSE or equivalent standard in Maths and English (Level 4 or above).
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| Our Values and Key Attributes: |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.Our ValuesA black and orange text  Description automatically generatedWe put the people we support, families and colleagues at the centre of all we do.A black background with blue text  Description automatically generatedWe recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.A blue circle with a white house in the middle  Description automatically generatedA pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.We embrace a culture of trust and safety so that each of us can perform to our best and thrive.Universal AttributesA close-up of a logo  Description automatically generated Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.A close-up of a logo  Description automatically generated Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.A close up of a sign  Description automatically generated By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.A close up of a logo  Description automatically generated We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. |

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| **Last Updated By:** | Brent Lumley | **Date:** | 18.09.2025 |