



Quality Manager

Home-based with frequent travel to Head Office and Family Action services

30 hours (4 days) per week

Grade 4 (upper) £31,563 – £34,635 per annum, plus home working allowance

Permanent Contract

This is a new and important role in Family Action. As the Quality Manager, you would take a lead on a range of work streams and projects related to quality, risk and performance. From visiting any one of our 140+ services, helping staff and managers to learn from practice via audit and case reviews, to supporting training delivery, developing quality assurance frameworks that work for our different service types or drafting complex reports for Board members and colleagues, no two days would be the same.

Your role would be varied, exciting and incredibly worthwhile. At its heart is a striving for excellence, maximising outcomes and the need to ensure that children and adults get the right support, of the highest quality at the right time.

We are looking for an autodidactic self-starter, who can draw learning from a range of sources, contextually analyse the evidence, recognise the generalisable from the one offs, and piece it all together with strategic finesse. We need someone with substantial experience of frontline and management practice working in services for people. Alongside this, you must have extensive experience of applying comprehensive Quality Assurance processes and using QA as a means of continuous learning and improvement.

You would need to be resilient and tenacious; and bring an understanding of the challenges faced by staff and managers, learnt through your direct experience.

Offering both high challenge and high praise; maintaining the sharpest focus on children and adult service users; being their voice and delivering their messages when required; having the utmost integrity and taking people with you on the path to excellence – these are the key attributes and abilities for a role of this nature.

Most of all we want someone who reflects who we are as an organisation: forward looking, with a commitment to the people we work with and continuously improving our services. We are a people focused, can-do organisation that strives for excellence and operates with mutual respect. If you share these values and behaviours and have the necessary skills and experience, then we look forward to hearing from you.

Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

For an application pack and further information, please visit www.family-action.org.uk/workingwithus

Please email completed applications to: completed.application18@family-action.org.uk

Closing date: 25th June 2019, 5pm

Interview date: 9th July 2019

Family Action offers good working conditions, a comprehensive training programme and a Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the community.