

## QUALITY & COMPLIANCE MANAGER

**Up to £50,000 per annum**

**Excellent benefits:** Enhanced holiday & sick pay, free on-site parking, healthcare cash back scheme, free on-site gym, Employee Assistance Program.

**Hours:** 37.5 hours per week, Monday to Friday.

### Overview

We are seeking an experienced Quality & Compliance Manager to oversee and manage all aspects of regulatory compliance, governance and quality assurance. The role ensures that all services meet CQC standards and organisational policies, supporting us on our journey to an 'outstanding' rating.

This is an advisory role, the Quality & Compliance Manager does not undertake operational care delivery, but holds Registered Managers and teams accountable through audits, reporting and continuous monitoring. This position requires a strategic thinker with excellent communication skills with the ability to implement and manage effective compliance programmes.

### Key responsibilities:

#### Governance & Compliance

- Ensure compliance with CQC regulations, Fundamental standards and relevant legislation.
- Develop and maintain a structured audit schedule across all care domains.
- Monitor audit outcomes, safeguarding, incidents, complaints, and action plans, escalating significant risks as needed.
- Act as the organisation's GDPR lead, ensuring data protection policies are implemented, regular risk assessments are developed, staff are trained and breaches are appropriately managed and reported.
- Maintain up to date knowledge of regulatory changes and advise leadership and teams accordingly.

#### Policy & Procedure Management

- Oversee implementation and use of policy software (e.g. QVS)
- Ensure policies are current, GDPR compliant, accessible and understood by staff.
- Monitor adherence to policies and escalate non-compliance.

#### Reporting & Quality Improvement

- Produce monthly KPI dashboards, compliance reports and trend analyses.
- Identify patterns, emerging risks, and areas for improvement across services.

- Support Registered Managers in developing and monitoring improvement plans.
- Promote a culture of continuous improvement and learning.

#### Audit & Inspection Readiness

- Prepare & collaborate with Registered Managers in readiness for CQC inspections and external audits.
- Ensure evidence, documentation and processes are ready for review.
- Advise management on remedial actions for gaps identified.

#### Advisory & Partnership Working

- Provide guidance to Registered Managers on compliance matters.
- Escalate critical issues to the Senior Management Team
- Collaborate with clinical and operational staff, HR and other stakeholders, on business critical planning, including business continuity, emergency plans and major incident planning.

#### **What You'll Receive**

- Salary: up to £50,000 p.a. (FTE)
- Working hours: 37.5 hours, Monday to Friday
- 7% workplace pension scheme
- Free access to onsite gym.
- Free on-site parking.
- Healthcare cash-back scheme.
- Additional leave with our recognition and length of service schemes
- Full sick pay policy following completion of probation

#### **Person Specification**

##### **Essential**

- Relevant qualification in health/social care, governance or compliance.
- Minimum 2 years' experience in quality, governance or compliance in health/social care.
- Strong knowledge of CQC regulations and audit processes
- Excellent analytical and organisational skills
- Strong written and verbal communication skills; able to influence senior colleagues.
- Ability to work independently and manage multiple priorities.
- Ability to collaborate with cross-functional teams and influence stakeholders to ensure compliance goals are met.

- Detail oriented and able to maintain a high level of accuracy in documentation and reporting.
- Proactive approach to problem-solving, with the ability to anticipate potential compliance risks and take preventive actions.
- Ability to adapt to changes in regulatory environments and proactively update compliance processes.
- Drive a culture of continuous improvement, fostering a commitment to excellence in care delivery.

#### **Desirable**

- Demonstrated knowledge in GDPR regulations.
- Experience in leading and contributing to cross-functional compliance initiatives.
- Experience in producing KPI dashboards and trend reports
- Experience in residential or multi-service care settings

#### **About the Company**

The Meath Epilepsy Charity recognises ability which means that the people that we support are enabled to live as independently as possible, challenge themselves and to fulfil their potential. This positive 'can do' culture is shared by the people we support, staff and volunteers alike across our broad range of services and facilities.

Our very special community is located in a stunning setting and boasts fantastic facilities in central Godalming. The Meath's beautiful Grade II listed manor house, together with other higher-needs modern annex houses and the Skills Centre are all set in landscaped grounds.

Our location is both peaceful yet close to local amenities and the main line train station. We are proud to be at the heart of our local community and to enjoy strong links with the town.

#### **Additional information**

As part of the employment process, applicants will be subject to a DBS check.

The Meath Epilepsy Charity is an equal opportunities employer.