


Head of Quality - job description and person specification

Location:	Birmingham based hybrid with National Travel
Salary:	£55,648
Responsible to: 	Director of Operations
Responsible for:	Quality Managers
Contract length:	Permanent

About Sense

Every disabled person should have the opportunity to connect with others and be included in the world. Which is why we're here, in people's homes, centres and communities, focusing on the things a person can do, not what they can't. We celebrate the moments of connection that bring more joy to life. Together, we always find a way, no matter how many barriers a person might face. Sense is a leading disability charity with extensive knowledge and expertise in delivering personalised, creative and flexible support for disabled people with complex needs. Our tailored approach ensures that every person is empowered to live fully at every stage of life.



About the Sense Quality Assurance team

The Head of Quality will provide strategic leadership for quality assurance, regulatory compliance and continuous improvement across all Sense social care services. The role ensures that services meet and exceed the expectations of regulators, commissioners and the people we support. Working closely with the operational leadership team and chief operating officers, you will drive a culture of high-quality practice, robust governance and organisational learning. Leading the Quality team to deliver effective oversight, respond to emerging risks, and embed systems that strengthen safety, accountability and excellence in the support Sense provides.

About the role

Objectives

To provide strategic oversight of a robust, organisation-wide quality assurance framework that ensures all services consistently meet and exceed regulatory requirements. The role drives a culture where high-quality, person-centred practice is embedded, using evidence, insight and strong governance to identify risks, strengthen compliance and embed continuous improvement. Through proactive leadership, the postholder supports the development and evolution of services, ensuring they remain safe, effective and aligned with Sense's values and Strategy.

Key Responsibilities

Leadership

- Line manage all members of the Quality team.
- Lead on planning and embedding a strong quality and inclusive culture that demonstrates learning, reflection, and continuous improvement.
- Lead strategic planning for continuous quality improvement and organisational change, aligned with regulatory requirements and the needs of people Sense supports.



- Work collaboratively, proactively and positively with colleagues in Operations and the wider organisation.

Governance and Compliance

- Ensuring legislative and regulatory compliance with internal and external standards, including CQC, Ofsted, Inspectorate Wales and RQIA.
- Overseeing CQC and Ofsted compliance, including liaison, communication, notifications, Duty of Candour, PIRs, annual returns, and ensuring registered managers are in post.
- Stays up to date and informed about changes in relevant regulation and compliance and with changes in relevant legislation and ensures these changes are embedded and shared within Sense to ensure continued compliance.

Performance, Data and Insight

- Identifying and overseeing delivery of practice-specific and service-specific training across the organisation, ensuring compliance meets KPI standards.
- Designing and implementing an annual schedule of internal inspections for each regulated service, with reporting through databases/KPIs to committees and Boards.
- Oversee the management of whistleblowing alerts, allocating investigations, reviewing outcomes, maintaining a database of cases, and sharing organisational learning.

Working collaboratively with the colleagues across sense on complaints, allocating within the team and when required undertaking investigations, reviewing outcomes, maintaining a database, and sharing learning.

- Assessing trend analysis and quality data, providing management reports to Chief Officers and Trustees as required.



- Leading the design and implementation of tools and systems that improve practice quality and regulatory compliance.

Risk Management

- Allocating senior manager visits to services, maintaining a database of outcomes, and evidencing senior oversight and governance.
- Ensuring issues of unsafe or poor-quality practice are rapidly identified, escalated, and addressed.
- Leading the service oversight system to identify and monitor potential services of concern.
- Leading the Driving Up Quality process for services of concern to ensure standards are achieved and sustained.
- Leading death reviews, allocating reviews to Quality Managers, and maintaining a database of outcomes.
- To produce, review and manage the Operational policy cycle as part of the Sense's approach to policies
- To work closely with the Operational leadership team to implement Sense strategy and support outstanding practice, co-production and Personalised Outcomes.
- To champion a co-production approach
- You may be required to carry out other duties as assigned and are reasonably within your job role



Person specification

Knowledge and Experience

- Substantial experience at a Senior Level of quality assurance, regulation or compliance within social care.
- Strong understanding of regulatory frameworks including CQC, Ofsted, Inspectorate Wales and RQIA.
- Proven track record of leading investigations, inspections, complaints, whistleblowing and quality reviews.
- Substantial experience designing and implementing quality systems, audit programmes and improvement methodologies.
- Demonstrated ability to analyse complex data, identify trends and provide strategic insight to senior leaders.
- Experience leading teams through change, improvement and organisational development.
- Evidence of own continuing professional development.
- A proven track record of regulated service improvement
- A demonstrable commitment to enabling an inclusive and diverse workforce to reflect our community.
- A commitment to people with complex communication and Sense's vision and values; a willingness to learn how to communicate with people with complex communication and identify the barriers to their participation in all aspects of Sense's work.

Skills

- Strategic thinker with the ability to translate regulatory requirements into practical, organisation-wide systems.
- Excellent leadership skills, with the ability to inspire, motivate and develop high-performing teams.



- Strong communication and influencing skills, able to engage confidently with regulators, Boards and senior stakeholders.
- High level of professional judgement, with the ability to assess risk, make decisions and escalate concerns appropriately.
- Skilled in building effective governance structures, reporting mechanisms and assurance processes.
- Ability to manage sensitive and complex issues with discretion, integrity and emotional intelligence.
- Excellent standard of report writing, presentation and analytical skills.

Values and behaviours

- Commitment to person-centred, rights-based and inclusive practice.
- Passion for improving the quality of life and outcomes for people who use social-care services.
- Demonstrates curiosity, continuous learning and a drive for excellence.
- Acts with transparency, fairness and accountability.
- Champions a culture of openness, learning and improvement across the organisation.

Personal circumstances

- Ability to travel to services nationally as and when required
- Occasional overnight stays as and when required

Our values

Everything we do is underpinned by five core values.

- We include
- We collaborate
- We find a way
- We challenge



- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act. February 2026