

Quality Manager - Job description and person specification

Location:	Hybrid Working at various UK locations including Northern Ireland and Wales (aligned to Heads of Area)
Salary:	£45,946 per annum
Responsible to:	Head of Quality
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 Quality Assurance team is a dedicated function focused on driving excellence across operational services. Quality Managers will be supported by the Head of Quality and work closely alongside operational management teams, forming strong partnerships to improve practice, compliance, and outcomes for people Sense supports. This represents a new way of working, designed to provide a more focused and proactive approach to quality improvement. By using insights from audits, incidents, and service data, the team will identify opportunities, support staff development, and embed learning across services to ensure consistent, high-quality, person-centred care.

About the role

Objectives

The Quality Manager will provide oversight of quality and compliance across services within a portfolio ensuring high standards of care, practice, safety, and regulatory adherence. Acting as a critical friend, they will work collaboratively with operational teams to reflect, challenge and support practice, identify opportunities for improvement, and drive continuous learning. The Quality manager will support the development of staff skills and competence through guidance, coaching, and training, fostering a culture of excellence, accountability, and person-centred care.

Leadership

- Promote a culture of continuous learning and improvement by embedding insights from audits, incidents, and reviews into everyday practice.
- Design and deliver service-specific training to enhance staff knowledge and competence.
- Deliver specialist training in areas including:
- Communication skills



- Dysphagia awareness
- Maybo (de-escalation and restraint)/Positive behaviour support
- Provide guidance, support, and coaching to managers and their staff teams to strengthen compliance and best practice to ensure high standards of care.

Key responsibilities

- Undertake planned and unannounced internal inspections to monitor service quality and compliance.
- Monitor and follow up on actions from inspections to ensure services remain inspection-ready.
- Provide advice, guidance and support to operational teams to improve quality standards.
- Review regulatory notifications and ensure adherence to professional standards.
- Conduct needs assessments of people supported and provide guidance to staff to meet assessed needs.
- Review incident data and perform critical incident analysis to identify learning opportunities and improve staff competence.
- Support the completion of Positive Behaviour Support (PBS) plans for people requiring them.
- Contribute to the review of policies.
- Attend, contribute to, and produce data reports for people's reviews.
- Undertake death reviews for services to ensure learning and regulatory compliance.



- To attend regular external forums, groups, webinars to ensure best practice and current thinking around compliance is adopted.
- You may be required to carry out other duties as assigned and are reasonably within your job role.

Person specification

Knowledge and Experience

- A thorough knowledge of relevant regulation, compliance and relevant legislation.
- Qualification or worked experience in Quality management or demonstrable
- Evidence of own continuing professional development.
- A proven track record in quality audit. or working within a regulated or quality driven environment including CAPA (corrective action and preventive action
- 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.
- Experience of driving improvement in social care.
- Experience of designing and delivering bespoke training packages.
- Experience of working within regulated settings (CQC, RQIA, CIW, Ofsted).

Skills

- Excellent communicator with effective stakeholder management.
- Competent level of IT literacy with sound numerical competency and strong attention to detail.
- Strong analytical and problem-solving skills.
- Sound knowledge of regulatory requirements and current best practice.



- this has been deleted as duplicated under Knowledge and Experience. Sound understanding of person-centred led services.
- Accredited in Maybo or willingness to work towards.

Personal circumstances

- Ability to travel as and when required and occasional overnight stays.
- To undertake additional training courses as 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.

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