



About you

Candidates from all backgrounds welcome! We are looking for people with a passion and drive to improve the lives of people with a learning disability.

What you will do

Lead quality performance, supporting, advising and proactively identifying risk and areas for improvement in each Operational area

Provide oversight for quality frameworks and methodology ensuring currency according to social care or legislative changes.

Lead a team to ensure the programme of improvement and quality assurance activities are delivered and performance expectations are met.

Ensure accurate and meaningful information on aspects of quality performance is collated and analysed, to provide assurance and intelligence to help inform decision-making.

Be an active and supportive member of the Snr leadership team, advising on issues relating to quality

Design, implement and embed an audit and improvement programme across operational services

Deputise on occasion for the Executive Director of Quality and Impact



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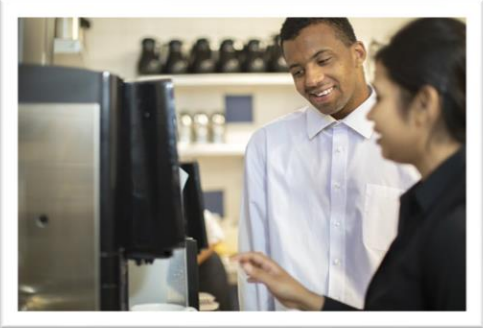
What you will bring

- Ability to effectively manage and successfully deliver projects. Strong planning and organisational skills
- Motivational and inspirational leadership, with the ability to coach and mentor colleagues
- Excellent communication both verbally and in writing, demonstrating enthusiasm and passion and the ability to positively engage with a wide range of audiences
- Identifying opportunities for improvement and implementing these
- Analysis and management of complex data
- Judgement in difficult and complex scenarios
- Strong planning and organisational skills
- Strong experience with IT systems including knowledge of data bases, IT applications and assistive technologies
- Emotional resilience, able to remain calm when others may be agitated or anxious
- Confident presentation skills to range of audiences
- Excellent writing, analysis and reporting skills

Your experience

- Extensive knowledge of quality frameworks, methodology and tools
- Excellent knowledge of regulatory and contractual frameworks governing service delivery for people with a learning disability
- Proven experience of leading and developing teams and of managing a budget.
- Strong experience with IT systems including knowledge of data bases, IT applications and assistive technologies
- Confident grasp of quality improvement and the ability to describe/explain to a range of audiences
- A passion for understanding and working with people with a learning disability

Head of Audit and Improvement



More information about the role

Due to the nature of the role, you will work flexibly in accordance with the needs of the post. There may be some evening and overnight stays away from home.

There is a requirement to travel to locations across England, Wales and Northern Ireland without restriction.

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

What will Mencap give you

- 24 days annual leave that increases with service, plus bank holidays.
- Various different benefits to enjoy
- Learn and grow with us in a supportive environment.

How to apply

Please apply with an up to date CV that demonstrates your skills and experiences relevant for this position.

If you require any further information please contact our Recruitment Team on 01733 246699

Who you can expect to work with

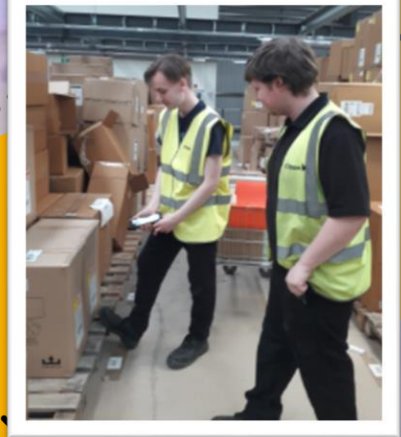
Your team of Direct reports

Operational colleagues across Mencap

Executive Directors and Trustees

Enabling service colleagues, including the Quality team

Senior Leaders across Mencap



Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are **Inclusive** of everyone

You will be inclusive by making sure that you support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard, and different views listened to

We are **Brave** we challenge and try new things

You will be brave by encouraging people to have big ideas about what would make their team the best place to work, and you will test things out and learn from mistakes

We are **Positive** in our work and with each other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are **Kind** to everyone

You will be kind and considerate in all your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work