

TURN YOUR **TALENTS** INTO
'TRANSFORMING LIVES'
WITH A CAREER IN
THE SALVATION ARMY.



RECRUITING NOW

3 x QUALITY MANAGERS

Employment Services

London, Midlands, Scotland

JOIN OUR TEAM...

Within The Salvation Army, this position is called Quality Performance Manager. There are 3 vacancies available. Peripatetic roles, the candidates will ideally be based in the Midlands, Scotland or London & South-East and will provide a blend of on-site and remote quality support primarily within their specified region. The roles will also require occasional travel and overnight stays across the UK.

Are you looking for a role with a purpose? Do you aspire to empower individuals to achieve their full potential? Do you have a keen eye for detail?

One of the UK's most inspiring and best-known faith-based organisations, The Salvation Army, is looking for a Quality Performance Manager to join our Employment Services team. You will be joining an established, friendly team, responsible for improving the quality of our service delivery across a nationwide network of Employability Practitioners.

Working closely with Operations Managers and frontline staff, you will promote a culture of continuous improvement and confidently provide constructive feedback at all levels. Supporting a variety of service delivery projects, you will be responsible for conducting quality and compliance assessments, auditing financial claims, delivering feedback and guidance, and playing an instrumental role in staff training, coaching, and mentoring. You will assume responsibility for a designated region or area of work and also contribute to broader departmental projects including completion of quality audits, delivery/assessment of an accredited qualification, development of new resources, and reviewing policies and procedures.

The successful candidate will be able to demonstrate:

- Experience with firm, but sensitive, tackling of poor compliance
- Ability to investigate, document, and maintain records accurately
- Experience with planning and delivering staff training
- Excellent people skills and ability to communicate professionally to a range of internal and external stakeholders
- Good decision making, planning and organisational skills
- Strategic, methodical, logical and detail oriented

SALARY:

£34,910 to £39,180 per annum (£39,100 to £43,881 if London based), dependent upon experience

WORKING HOURS:

Minimum 35 hours per week - Mon-Fri, ability to be flexible with hours when required

CONTRACT:

Permanent position
(secondment opportunity available for internal candidates)

DETAILS:

25 days annual leave + bank holidays; a contributory pension scheme; season ticket loan; an employee assistance programme

CLOSING DATE:

5th November 2026



For further details and to apply please visit: www.salvationarmy.org.uk/jobs

*Appointment subject to satisfactory references, proof of right to work in the UK and DBS Disclosure
CVs will not be accepted. Promoting equality in the workplace.*