

Quality and Compliance Officer

Service	Reporting to	Location	Grade
Adult Social Care	Quality and Compliance Lead Provider Services	Salford – various bases	3C

About the role

As a Quality and Compliance Officer within Adult Social Care Provider Services, you will be responsible for promoting and embedding a culture of quality, safety, continuous improvement and regulatory compliance across Provider Services. Working alongside operational managers, frontline colleagues, people who draw on services and key partners, you will provide assurance that services are delivered in accordance with legislative requirements, organisational policies, quality standards and best practice guidance.

The successful candidate will join an experienced team, with a clear vision to provide exemplary care and support, while supporting service growth in line with the council's Market Position Statement and Adult Social Care CQC Improvement Plan. The post holder will support innovation, change and quality improvement in line with Council requirements, and emerging national priorities and guidance.

You will lead and support quality assurance activity through audits, reviews, assessments, performance monitoring and service improvement initiatives, using evidence and data to identify strengths, risks and opportunities for development. The role requires a proactive and solution-focused approach to ensuring services consistently deliver safe, effective, responsive and person-centred support, whilst maintaining readiness for internal and external scrutiny.

The post holder will play a key role in monitoring compliance, supporting governance processes, investigating concerns, analysing service performance and driving improvement plans that enhance outcomes and experiences for people who use services. Through constructive challenge, professional support and collaborative working, the Quality and Compliance Officer will help ensure that Adult Social Care Provider Services continue to meet the highest standards of quality, safety and effectiveness.

This role reflects the Council's commitment to providing high quality, inclusive and dignified support that promotes independence, choice, wellbeing and positive outcomes for adults in Salford.

Key Outcomes

Quality Assurance and Compliance

- Robust quality assurance systems are implemented, maintained and regularly reviewed.
- Services operate in compliance with relevant legislation, regulatory requirements, policies and procedures.
- Audit programmes are delivered effectively, with findings used to drive measurable improvements.
- Compliance risks are identified, mitigated and escalated appropriately.

Governance and Risk Management

- Safeguarding, incidents, complaints and quality concerns are effectively monitored and investigated.
- Safeguarding investigations are well led.
- Risk registers are maintained and inform service improvement activity.
- Learning from incidents, inspections and feedback is embedded into practice.
- Governance processes provide assurance regarding the quality and safety of services.

Performance and Continuous Improvement

- Service performance data is analysed to identify trends, opportunities and areas of concern.
- Quality improvement plans are developed, implemented and monitored to completion.
- Services demonstrate evidence of continuous improvement and positive outcomes for people receiving support.
- Best practice is promoted and shared across Provider Services.

Person Centred Outcomes

- People who use services are supported in a way that promotes dignity, independence, choice and wellbeing.
- People are kept safe because safeguarding concerns risks or changes are noticed early and acted on quickly, with the right people informed and involved.
- Feedback from people, carers and stakeholders informs service development.
- Quality assurance activities focus on improving lived experience and outcomes.
- Equality, diversity and inclusion and human rights principles are embedded within service delivery.

Reporting and Assurance

- Accurate, timely and insightful reports are produced for managers and senior leaders
- Quality and compliance information supports effective decision making.
- External inspections and reviews are coordinated and supported effectively.
- Evidence of compliance and quality improvement is readily available and maintained.

What we need from you

- Experience of working with the health and social care sector, with particular knowledge of the following service areas; day care, short breaks, older people's services, domiciliary care, care in the community, housing with support and supported living.
- Comprehensive knowledge of Adult Social Care legislation, regulations and best practice.
- Good understanding of CQC regulatory requirements and quality standards.
- Knowledge of safeguarding adults, Mental Capacity Act, information governance and risk management.
- Experience of leading internal safeguarding investigations and using outcomes to inform next steps and necessary change.
- Understanding of person centred, strengths-based and outcome focussed approaches.
- Experience of implementing and embedding performance management tools and frameworks to improve quality standards.
- Experience of undertaking audits, inspections or quality reviews.
- Ability to analyse complex information, identify trends and provide meaningful recommendations.
- Experience of developing and monitoring action plans and improvement programmes.
- Strong attention to detail and ability to maintain accurate records and evidence.
- Excellent verbal and communication skills.
- Ability to prepare and present reports to a range of audiences, including Senior Leaders as required.
- Confidence to challenge poor practice constructively and professionally.
- Ability to build positive working relationships with managers, staff, partners and stakeholders.
- Management of competing priorities and ability to meet deadlines.
- Strong organisational and project management skills.
- Ability work independently whilst contributing effectively to wider organisational objectives.
- Experience and coordinating quality improvement initiatives and monitoring progress.
- Demonstrate a commitment to high-quality, person-centred care.
- Professional integrity and accountability.
- Resilience and adaptability in a changing environment.
- Commitment to continuous learning and service improvement.
- A collaborative and solutions focused approach to work.
- To model and demonstrate our values and behaviours.
- You must clearly evidence an understanding of the integration agenda and the promotion of the independence (enablement) model of health and social care.
- You can evidence an innovative approach to the development of new methods of working to support people in the community

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.