**Job Profile**

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| Job Title:  | Quality and Compliance Lead | Location/Service: | Central Services |
| Department: | Quality  | Reports To: | Head of Quality Assurance |
| Responsible For: | Quality and Compliance Officer x2 | Budgetary Responsibility: | N/A |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: | N/A |
| Does the role require travel to multiple sites? | Yes |
| Purpose: |
| The Compliance Lead will play a key role in supporting the achievement of excellent quality, regulatory compliance and improved outcomes for adults with learning disabilities and autism. Working under the direction of the Head of Quality, Safeguarding and Governance, the role will undertake and oversee a range of audits and reviews. Analysing performance and compliance to ensure our services meet statutory requirements, regulatory standards and best practice guidance.The Compliance Lead will act as a subject matter lead for compliance monitoring within Hesley Group, contributing to the development of a strong assurance framework and an organisational culture that promotes our organisational values. |
| **Key Role Responsibilities/Accountabilities:** |
| * Conduct proportionate, fair and evidence-based compliance audits aligned with internal quality frameworks, CQC regulations and best practice standards.
* Support services in developing their continuous improvement plans, ensuring appropriate focus on areas of risk or improvement.
* Work collaboratively with operational managers to ensure timely implementation of quality improvement actions following audits, inspections or incident reviews.
* Analyse service data and feedback (e.g. audit outcomes, incidents, complaints, surveys) to identify trends, highlight risks and inform continuous improvement plans.
* Produce clear and concise reports and presentations on compliance and service quality for internal stakeholders and governance meetings.
* Assist in the development and review of policies and procedures to ensure alignment with current regulatory, legislative and sector-specific requirements.
* Work with the Head of Quality, Safeguarding and Governance to deliver workshops and briefing sessions to raise awareness of compliance standards, inspection readiness, and quality assurance processes.
* Contribute to the design and development of compliance monitoring tools and reporting dashboards in collaboration with data and analysis colleagues.
* Support services in understanding and applying risk management frameworks, including identifying, escalating and mitigating potential risks.
* Work closely with multidisciplinary teams (including therapeutic, workforce development. people and operations) to embed a culture of continuous improvement and person-centred practice.
* Participate in the review and learning from serious incidents, safeguarding concerns and complaints where required, providing objective input and ensuring compliance with procedures.
* Support governance processes and attend relevant forums to provide assurance on compliance and practice quality.
* Ensure that all activity reflects the voice and experience of the people supported and their families, in alignment with organisational values and regulatory expectations.
* Monitor progress against agreed compliance action plans and escalate persistent non-compliance or emerging risks as appropriate.
* Maintain professional development in current social care compliance frameworks, regulatory changes and best practice through ongoing learning.
* Provide advice and guidance in relation to supporting operational teams in interpreting legislation, standards and internal policy requirements.
* Support a positive and open learning culture across the organisation.
* Work collaboratively with internal stakeholders to promote best practice and innovation in service delivery.
* Assist in monitoring the effectiveness of Quality Assurance systems and contribute to their ongoing development.
* Observe, record and report any practice that falls below expected standards in line with safeguarding and whistleblowing policies.

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. |
| Legal and Statutory Responsibilities for all Colleagues: |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisation's Safeguarding and Whistleblowing policies. Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date. Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role. Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times.  |
| Person Specification: |
| **Essential:*** Knowledge of relevant legislation and Regulatory Standards. Including CQC Fundamental Standards.
* Knowledge and understanding in respect of current adult protection, process and responsibilities.
* Knowledge and understanding of current best practice in social care for adults, particularly those with a learning disability and autism.
* Understanding of quality assurance process and systems relevant to risk, practice and quality.
* Understanding of wider regulatory frameworks (e.g., Mental Capacity Act, Health & Safety).
* A collaborative, values-led approach to improvement.
* Ability to analyse and assess levels of compliance and maintain effective systems to support the organisation in continuous improvement.
* Ability to advise appropriately in respect of potential/actual risk and how this may be managed.
* Ability to support improvements in compliance related to delivering best practice.
* Ability to communicate effectively and build positive working relationships with all stakeholders, internal and external to the Hesley Group.
* Ability to work against agreed KPI’s, organise and prioritise own workload to meet the needs of the organisation.
* Ability to regularly travel between services.
* Excellent interpersonal skills including the ability to communicate and influence a range of stakeholders.
* Able to build effective relationships with a range of staff, coaching and mentoring skills.
* Ability to develop monitoring tools and guidance documents.
* Experience of working within an operational or compliance contract relevant to adults care.
* Recent experience of working in the field of learning disabilities and autism.
* Experience of assessment and management of quality and risk in services for people with learning disabilities and autism.
* Experience of supporting service improvement and innovation.

**Desirable**:* Experience of contributing to, devising, implementing and reviewing policies and procedures.
* Experience of the design or delivery and preparation of management information.

**Qualifications:*** Level 4 Qualification relevant to adults or willingness to undertake appropriate training.
* GCSE or equivalent standard in Maths and English (Level 4 or above).
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| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.Our ValuesA black and orange text  Description automatically generatedWe put the people we support, families and colleagues at the centre of all we do.A black background with blue text  Description automatically generatedWe recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.A blue circle with a white house in the middle  Description automatically generatedA pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.We embrace a culture of trust and safety so that each of us can perform to our best and thrive.Universal AttributesA close-up of a logo  Description automatically generated Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.A close-up of a logo  Description automatically generated Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.A close up of a sign  Description automatically generated By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.A close up of a logo  Description automatically generated We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. |

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| **Last Updated By:** | Brent Lumley | **Date:** | 18.09.2025 |