



Head of Quality Assurance

About the Team and the Role

Our ambition is for every person supported by Mencap to receive the highest quality support. To us, this means care that is person-centred, evidence-based, impactful, and delivered consistently to an exemplary standard.

Regulatory compliance at 'good' or equivalent is our minimum standard; we aim to go well beyond it. The Governance and Quality Directorate sits at the heart of how Mencap delivers on this ambition, providing the assurance, oversight, practice development and safeguarding functions that keep people safe and drive continuous improvement. Our work directly supports Mencap 2030, our Operating Plan and Budget Priorities and the Quality sub-strategy, across a complex, multi-service national organisation.

Reporting to the Director of Quality, as Head of Quality Assurance you will lead Mencap's quality assurance and improvement approach using insight, oversight, and best practice to drive safer, more consistent, person-centred care and better outcomes for the people we support.

You will support the Director to achieve the key business development sub-strategy.

You will be accountable for the Quality Assurance Framework, including our audit programme, quality intelligence, and organisational learning. You will ensure insights from audits, incidents and reviews are translated into meaningful improvements in practice.

You will lead the development and embedding of evidence-based approaches, including Positive Behaviour Support (PBS) and validated quality of life measures.

You will provide clear, insightful assurance reporting to senior leaders, the Executive, Delivery and Strategic Impact Committee, and Board of Trustees.

You will provide strategic leadership to the quality assurance team. You will build specialist knowledge, capability and a culture of continuous improvement, curiosity, and high performance where quality is understood, measured and consistently enhanced.

What you will bring to the role (Essentials)

- Extensive knowledge of quality standards, regulatory frameworks, legislation and compliance requirements in social care.
- Proven experience operating as a strategic leader across assurance, audit or inspection frameworks in a complex, multi-service organisation.
- Experience of analysing complex data and intelligence — including audits, incidents and reviews; to identify trends, risks and improvement priorities.
- Demonstrable experience of driving organisational learning, transformation and embedding sustained improvements in practice.
- Strong knowledge and practical application of Positive Behaviour Support (PBS) and similar evidence-based approaches.
- Experience of developing and implementing practice frameworks, strategies, policies and guidance that drive compliance and best practice.
- Experience of improving outcomes for people we support and some experience of coproduction.
- Strong leadership experience with a track record of building and developing high-performing teams.
- Sound judgement and the ability to make confident decisions in complex, high-risk or sensitive situations.
- A clear commitment to inclusion and improving the lives of people with a learning disability.

What you will bring to the role (Desirables)

- Experience of producing assurance reporting at Executive, Board or Committee level.
- Familiarity with validated quality of life measures and their application in a social care setting.
- Strong project management capability with experience of leading cross-organisational improvement programmes.
- Experience of engaging with regulators and building effective external stakeholder partnerships.
- Experience of working alongside people with a learning disability to coproduce and build trusting relationships. You will have experience of building effective and influential relationships at all levels, including with Senior Leaders.
- Excellent communication skills and promotion of communication in all its forms.



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



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



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



We are **kind**
to everyone



We are **inclusive**
of everyone

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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