

Job description

Job title:	Compliance and Quality Assurance Manager
Team:	Governance, Compliance, and Risk
Location:	Remote working, with travel to Head Office in Aldgate, London on ad-hoc basis
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days annual leave (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Head of Governance, Compliance and Risk
Direct report/s:	None

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected, and thrive.

Purpose of job

The Compliance and Quality Assurance Manager will provide assurance on all aspects of compliance within Dementia UK, to ensure that the Charity is compliant with all statutory and mandatory legislation requirements. They will ensure that the charity is run in a way that optimises efficiency and effectiveness.

The successful postholder will drive the Charity's Compliance and Quality Assurance agenda. This role is key to ensuring our services remain in line with our purpose, and ultimately supporting our commitment to beneficiaries, staff, and other stakeholders.

They will champion effective compliance across Dementia UK including finance, fundraising and clinical governance requirements, and will provide advice to colleagues on compliance matters.

This role will work closely with SMT colleagues including the Head of Clinical Effectiveness. They will be required to attend relevant meetings, to ensure compliance and improvement at service level, supporting the implementation of quality improvement plans.

Due to the remit of this role, we are looking for a professional who is highly motivated, results-driven, analytical, problem-solving, with a passion for compliance, regulations and quality assurance, as well as having an understanding of risk management.

Key accountabilities and responsibilities

- Conduct compliance gap analysis to strengthen internal controls and best practices across Dementia UK and advise management on the implementation of quality and compliance programs.
- Undertake compliance audits on policies, processes and procedures.
- Run appropriate training sessions on compliance laws and regulations.
- Have an oversight of the Dementia UK Complaints log and work with relevant colleagues across the Charity to ensure complaints are dealt with effectively and responsible for maintaining and updating the Charity's Complaints policy.
- Ensure complaints are properly managed across the Charity. This includes undertaking quarterly meetings with relevant colleagues to gather complaints' data, and identifying areas where training may be required including monitoring reports and trend analysis.
- Undertake compliance checks and second line of defence audits, as part of the Charity's Enterprise Risk Management framework.
- Having the mindset for linking risks and risk mitigation in alignment with the Charity's Risk Management policy.
- Provide support to relevant colleagues to implement comprehensively the principles and practice of governance.
- Provide support and appropriate covers to the Governance, Compliance and Risk team.

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UKs policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity, and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may necessary, as required. This includes cover requirements for other colleagues in the team.

This job description is not exhaustive and is subject to change in accordance with business need.

Essential			
Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
Demonstrable experience in quality assurance, internal audit or compliance role at manager level	x		x
Strong understanding of relevant charity requirements and regulations, including Clinical, Fundraising and Financial requirements	x		x
Good understanding of health and social care systems. Having worked in an NHS or healthcare setting	x		x
Be an excellent communicator (both verbal and written)	x		x
Ability to engage with different audiences in an persuasive and collaborative way	x		x
Proactive and able to work on own initiative, with excellent time management and prioritisation skills	x		x

Ensure that constructive, positive, and supportive relationships are maintained with relevant stakeholders	x		x
Competence on a range of IT packages	x		x

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Bachelor's degree or higher in law, finance, business, or related field	x	
Experience of working in the charity sector, or having some understanding on how the charity sector works	x	
Experience working in risk management	x	
Knowledge of corporate governance and procedures	x	
Risk Management or Internal Audit qualifications		

Personal attributes		
Criteria	Application	Interview
Collaborative working	x	
Attention to detail	x	
Ability to multitask and communicate effectively		x
Critical thinking	x	x
Aims for high quality work standards and attention to detail	x	x

Our values

Collaboration
Compassion
Ambition
Integrity