
IPS Grow Quality Manager

About Social Finance

We are an ambitious not for profit organisation that partners with governments, service providers, the voluntary sector and the financial community. Together, we find better ways of tackling social problems in the UK and globally.

Since we started in 2007, Social Finance has helped to pioneer a series of programmes to improve outcomes for individuals with complex needs. Our innovations, including the social impact bond model, have mobilised more than £500 million globally. We have sister organisations in the US, Israel, the Netherlands and India and a network of partners across the world.

What we do

Our unique method combines financial analysis, data science, service design, and social issues research. We focus this expertise on understanding the needs of service users and working with communities to create new responses to challenging social problems.

We develop models, products and services that are pragmatic and have the scope to drive systemic change to improve people's lives. In the UK, we focus on issues such as homelessness, domestic abuse, mental health, learning difficulties, loneliness and vulnerable children on the edge of the care system. We also look to improve equity for marginalised communities in social services. Internationally, we design outcomes-based models for issues such as maternal and neonatal health, education and employment.

Our values

Everyone at Social Finance believes that change for communities is possible. To help us achieve it, we have three core values that guide everything we do. We are [curious, empathetic and pioneering](#).

The team

IPS Grow is a national programme designed to support the expansion of Individual Placement and Support (IPS) services in mental health, primary care, and drug and alcohol teams across England. The programme is led by Social Finance in partnership with the Centre for Mental Health. It is funded by NHS England and Improvement (NHSE/I), the Department for Work and Pensions (DWP), and the Office for Health Improvement and Disparities (OHID).

The opportunity

We are seeking a motivated and highly organised national Quality Manager to join our expanding team. This is a new role that will lead on the quality assurance of IPS Grow delivery, responsible for implementing a robust quality management system and measuring our work against agreed standards. This includes quality assuring resources for the IPS Grow team and the IPS community, streamlining internal processes, and ensuring consistency of IPS Grow delivery across regions.

This is a national role that will work closely with the Head of Delivery and wider IPS Grow senior team, with a mix of remote and in person working from our London office.

Responsibilities

1. Oversee internal and external quality across IPS Grow delivery

- Implement policies and processes that align fidelity reviews with international best practice.
- Oversee the IPS Grow Quality Mark, ensuring accurate and consistent application.
- Establish systems for monitoring delivery against KPIs and contract requirements.
- Maximise our focus on race equity across internal operations and external delivery.
- Identify and implement quality improvements based on internal and external stakeholder feedback.
- Work with the Workforce Manager to quality assure training materials for the IPS workforce.

2. Facilitate learning and development of IPS Grow delivery staff

- Drive high-quality recruitment and onboarding processes.
- Collaborate with Regional Managers to implement competency frameworks, performance plans, and a training programme that supports professional development.
- Embed staff development and reflective practice across team processes such as team meetings and staff 1:1s.
- Monitor and evaluate effectiveness of L&D initiatives and make necessary improvements.

3. Streamline knowledge management

- Implement a robust system for version control and documentation procedures.
- Ensure a comprehensive range of high quality resources is available for IPS services.
- Embed a race equity lens across new and existing resources.
- Work with key stakeholders to coproduce resources and ensure content is accessible and reflective of the communities IPS services work with.
- Work with senior colleagues to develop and maintain an internal knowledge management hub for delivery staff, ensuring all resources are up to date and relevant.

4. Communication and collaboration:

- Work closely with the Head of Delivery, Regional Managers and other senior leadership staff to share best practices and coordinate efforts across regions.
- Build and maintain strong relationships with local and national stakeholders; attend and contribute to stakeholder meetings, sharing insights and updates on quality development initiatives.
- Contribute to internal and external communications, including newsletters, reports, and presentations.
- Support the implementation of data collection and analysis processes to ensure high-quality standards and drive continuous improvement across IPS Grow services.
- Collaborate with the Data Manager to ensure data accuracy and integrity, leveraging insights to enhance service delivery and operational efficiency.
- Continuously refine practice and skill by engaging with IPS experts and other stakeholders in the UK and internationally to bring the best and most up-to-date understanding of “what works” to programme delivery.
- Influence the strategy by working with the senior team to shape our strategy and roadmap for future projects.

About you

Skills and competencies

- **Data driven:** Strong analytical skills with the ability to interpret complex data and make informed decisions.
- **Problem-solving:** Excellent attention to detail and a methodical approach to problem-solving.
- **Relationship management:** Strong interpersonal and communication skills, with the ability to build and maintain relationships with a wide range of stakeholders.
- **Organisational skills:** Excellent organisational skills, with the ability to manage multiple priorities and requests, create project plans, and meet deadlines.
- **Leadership:** Delivery of performance expectations and supporting the team to translate research into effective on the ground practice.
- **Adaptability and flexibility:** Ability to adapt to changing project needs and work effectively in a dynamic environment and changing system with multiple stakeholders.

Experience

- Proven track record in managing quality systems and compliance within a complex organisation
- Experience in developing and delivering training programs related to quality assurance and compliance
- Experience delivering against project plans, timelines and deliverables that are results focused
- Experience of implementing quality improvement in an IPS or employability context would be advantageous though is not essential

Working at Social Finance

The fixed salary for this position is £56,500 per annum. Working for a mission driven organisation is more than just what we pay though, it's about our culture, our approach and what else we offer. [Read more about working at Social Finance.](#)

Equality, diversity and inclusion

We actively encourage applications from under-represented and minoritised groups, including those with lived experience of the social issues we are working to address. We are an equal opportunities employer and support a range of flexible working options.

How to apply

Social Finance are using [Applied](#), a platform developed by the Behavioural Insights Team, to record your application. Applied is focused on using behavioural and data science to improve hiring decisions and minimise unconscious bias in the recruitment process. You will be asked to respond to four situational based questions which will allow you to express your ability.

Your answer to each question will be viewed in isolation. Please therefore ensure there is enough detail in that single response, without any references to your other responses.

Apply for this position using this [link](#) or by copying and pasting the address below into your browser.

<https://app.beapplied.com/apply/dtmjxzt0v>

Closing date for applications: Monday 29th October 2024 at 1pm

30-minute Zoom interviews will take place on Wednesday 6th November

Face to face interviews will take place Thursday 21st November at our Social Finance office in London.

Should you require any reasonable adjustments to allow you to attend, please highlight this when you are invited.

If you would like more information about the role, please email support@ipsgrow.co.uk