

Quality Assurance Manager

Reporting to: Head of Quality and Operations

Location: [Stockport/Kent/ hybrid details]

Salary: £40,000 - £45,000

Contract: [Full-time / Permanent]

About Us

At Flourish, we are committed to providing safe, nurturing, and high-quality fostering services where children and young people can thrive. We are driven by strong values, a culture of continuous improvement, and a determination to achieve the best possible outcomes for children, foster families, and Local Authority partners.

We are now seeking an experienced and motivated Quality Assurance Manager to play a key role in maintaining and strengthening quality across our fostering services.

The Role

The Quality Assurance Manager provides an independent overview of service quality and performance, ensuring that high standards of practice are maintained across all services. Working closely with the Head of Quality and Operations and Registered Managers, you will support the organisation in delivering safe, compliant, and high-performing fostering services, with a clear focus on continuous improvement and outstanding outcomes for children.

This is a highly influential role that will support services to achieve and sustain at least 'Good', with a clear focus on progressing towards 'Outstanding'.

Key Responsibilities

- Provide a rigorous, independent overview of fostering service performance in line with The Fostering Services Regulations 2011, with particular focus on Regulation 35.
- Undertake thematic and compliance audits to ensure regulatory and quality standards are consistently met.
- To serve as the key link between the Flourish Group and IC, operating as the system superuser and maintaining regular communication between foster parents, staff, and the IC database management team.
- Design, develop, and maintain audit tools, trackers, and quality assurance documentation.
- Analyse KPIs and performance data, producing clear and analytical reports with recommendations for improvement.
- Monitor action plans to ensure progress is achieved and delays or drift are avoided.
- Work collaboratively with Registered Managers to strengthen oversight, compliance, and service delivery.
- Promote a culture of continuous learning, development, and improvement across services.
- Identify learning and development needs arising from quality assurance activity.
- Ensure services operate in line with their Statement of Purpose and organisational quality standards.
- Support implementation of regulatory updates and test understanding during QA activities.

- Escalate risks or concerns appropriately where standards are not being met.

About You

We are looking for someone who:

- Has substantial experience within fostering or children's social care services.
- Has strong knowledge of fostering regulations, standards, and inspection frameworks.
- Demonstrates excellent analytical, auditing, and reporting skills.
- Is confident in providing constructive challenge and holding services accountable.
- Can work collaboratively while maintaining professional independence.
- Is passionate about improving outcomes for children and young people.
- Has excellent organisational skills and attention to detail.

Why Join Us?

- Be part of an organisation committed to quality and continuous improvement.
- Play a key role in shaping service excellence and outcomes for children.
- Work alongside experienced and supportive leaders.
- Opportunities for ongoing professional development and learning.

How to Apply

To apply, please submit your CV and a supporting statement outlining your suitability for the role.

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