

Job Description: Quality and Development Manager

Relationships

1. Responsible to:	Chief Executive Officer
2. Important Internal Relationships:	Corporate Services Team, Community Support Service
3. Important External Relationships:	RBK Commissioners and Service Leads, RBK&C/Westminster Commissioners and Community Disabilities Service, University of Kingston, Kingston and Richmond Further Educations Colleges

MAIN PURPOSE OF JOB

The principle purpose of the post to deliver the following:

- To identify and build operational and development **partnerships** that support and drive the charity's **sustainable development**
- To work with CEO and Service Managers to identify and lead commercial and socially entrepreneurial initiatives that support our **financial sustainability**.
- To build quality assurance and governance that delivers accountable and **professional** delivery of services for those who use, purchase and supply them.
- To identify learning and skills development in **partnership** with our leadership teams and charity directors that increases the **independence**, confidence and **professional ability** of our staff and volunteers

Prepared by: Guy Stevenson

Agreed by: Fran Parish.....

Signature Date:



15/08/25

1. Main Responsibilities of the Job

- 1.1. To work with managers, and the executive leadership in delivering governance and quality assurance measures that align with regulated, contractual and service quality standards.
- 1.2. To work with managers and the leadership team to increase the charity's commercial and income generating activity, particularly that relate to the Stud Community Garden and Nursery.
- 1.3. To support the CEO in identifying and developing opportunities for investment from trusts and grant giving organisations.
- 1.4. Work to ensure that the business priorities and targets associated with the corporate strategy are being implemented based on direction from the board and charity's senior leadership.
- 1.5. To work closely with the charity's Communications Lead in reshaping the charity's brand position in its existing and developing markets
- 1.6. To build contacts, partnerships and commercial relationships that secure the charity's financial sustainability.
- 1.7. To oversee the charity's volunteer governance and quality standards and any upgrades in how they are applied.

2. Communication

- 2.1. To work in a collegiate way to deliver best practice against the charity's primary operating values.
- 2.2. Develop partnerships, relationships and interventions that promote the charity's brand ethos across stakeholders in private, statutory and community sectors.
- 2.3. Work with the Communications Lead to develop brand, digital and social media communications that deliver against our strategic and commercial development priorities.

3. Commercial and Performance Development

- 3.1. To work with the CEO and Service Managers to identify and lead commercial and socially entrepreneurial initiatives that support our financial sustainability.
- 3.2. To identify and build operational and development partnerships that support and drive the charity's sustainable development.
- 3.3. Contribute to the development and delivery of improvements in performance against our corporate competency framework, particularly in identifying training and coaching to maintain consistency against our quality standards and those of our commissioners.
- 3.4. To work with the charity's leadership and operational managers to identify new market opportunities to increase private revenue, product sales, and business partnerships that are financially sustainable.

- 3.5. Identify and increase options that support the development of revenues from trusts and grant giving organisations.

4. Competency, Knowledge Development and Quality Assurance

- 4.1. To provide supervision and support to those staff identified as directly reporting to this post or for any operations that may fall under its responsibility.
- 4.2. Identify and implement training and learning for staff that conforms to the charity's business development priorities, its quality standards and its performance values.
- 4.3. To support the coaching and mentoring of staff across the charity to ensure departmental alignment with the charity's quality standards, values and core competencies and any changes or upgrades as part of the charity's growth.
- 4.4. To provide coaching, training and positive influencing that widens the skills and knowledge staff across the organisation, particularly in relation to its values, culture, governance and quality assurance standards.
- 4.5. To build the governance, quality standards and operational performance across departments to widen volunteering as a key part of the charity's development.
- 4.6. Oversee and deliver health and safety monitoring, compliance and interventions.

5. Evidence and Data Evaluation

- 5.1. Access and interpret the charity's various sources of data and analytical information to inform and drive business development.
- 5.2. Draft analysis and documentary evidence against the charity's and wider evidence base to present to the board, service managers and other key partners in building business sustainability and operational assurance.
- 5.3. Work with the corporate services team to build quality assurance standards against data and analytics within the business, other key sources at regional and national levels.

6. Additional responsibilities

- 6.1. To demonstrate continued commitment to their own personal development and learning as well as others in the charity.
- 6.2. To prepare and present reports and presentations and other written materials as required.
- 6.3. To have a sound understanding of the charity's safeguarding policy and its core responsibilities in relation to its contracts and national policy as relates to the core users of its services.
- 6.4. To build networks and resources that promote opportunities for increased participation and partnership with the charity, particularly as it relates to growing the contribution of volunteers and community partnership.

- 6.5. Work in accordance with Balance Policies and procedures including Health & Safety, relevant policies and legislation.
- 6.6. GDPR - Maintain confidentiality and ensure that access and sharing of and use of the information complies with relevant policies and procedures, including the Data Protection Act (GDPR).
- 6.7. Any other duties commensurate with the grade of the post, as may be required from time to time.

PERSON SPECIFICATION

Job Title: Quality and Development Manager

	Essential	Desirable
Qualifications and Experience:	<p>Experience of developing operational and commercial partnerships that build sustainable investment in private or third sector enterprise.</p> <p>Experience of building professional standards, good governance and quality assurance practice.</p> <p>Experience of building capacity and professional autonomy across a business to embed good organisational culture and performance.</p>	
Ability to:	<p>Identify and monetise commercial development opportunities that increase the charity's financial sustainability.</p> <p>Analyse and interpret diverse sources of information and data metrics to change the way we work and how.</p> <p>Recognise, adapt and mobilise knowledge skills and capabilities within the charity to maximise our market position as a quality service provider.</p> <p>To build partnerships with managers and service leads to drive the development of a quality assured and</p>	

	positive volunteer experience across the charity.	
Knowledge of:	<p>Working with people and building relationships within and outside of the business.</p> <p>How to develop projects, service interventions and commercial operations in a business setting.</p> <p>Quality assurance, good governance standards and practice development in private or third sector businesses.</p>	<p>Governance and quality assurance standards for charity-based businesses providing client facing services</p> <p>Growing and sustaining volunteering as a key component of community engagement and business development</p>