QUALITY MONITORING & CONTRACT COMPLIANCE OFFICER

PAY SCALE	Band 11 SCP 29-33
CONTRACT TYPE	Permanent | 37 Hours per Week
LOCATION	Hybrid Working | Guildhall, Shrewsbury
CLOSING DATE	02/12/2026

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

As a Quality Monitoring and Contract Compliance Officer, you will be at the forefront of ensuring that people receiving care and support experience safe, effective and person-centred services. You'll work directly with care providers, commissioners, operational social care teams, regulators and partner agencies to monitor quality, drive improvement and manage risk across Shropshire's diverse social care market.

No two days are the same. One day you could be visiting a care home to review quality standards, the next you may be analysing market intelligence, supporting a provider improvement plan, responding to emerging risks, or contributing to strategic transformation projects that shape the future of social care.

You will:

- Undertake monitoring and quality assurance visits across residential, nursing, domiciliary and community-based services.
- Work with providers to celebrate good practice and support improvement where concerns are identified.
- Investigate complaints, concerns and quality issues.
- Analyse data and intelligence to identify risks and emerging trends.

- Support contract compliance activities and provider performance management.
- Work collaboratively with internal teams, health partners, safeguarding professionals and regulators.
- Contribute to innovative approaches that strengthen quality assurance and improve outcomes for people who use services.
- Most importantly, you'll play a key role in helping us ensure that people receiving care and support get the quality of service they deserve.

About you

We're looking for a confident and professional individual who combines strong analytical skills with the ability to build positive relationships and influence improvement.

You'll ideally have experience within social care quality assurance, contract monitoring, commissioning, regulation, social work, service management or a related field. Most importantly, you'll have a genuine commitment to improving outcomes for people.

You will bring:

- Experience of quality assurance, provider monitoring or contract management within social care.
- An understanding of risk management, service improvement and quality standards.
- Experience of working collaboratively with providers and partner organisations.
- Strong communication and relationship-building skills.
- The ability to analyse information and make evidence-based recommendations.
- Excellent report-writing and organisational skills.
- The confidence to challenge when necessary and support improvement constructively.
- A proactive, solutions-focused approach and a passion for continuous improvement.

If you want a role where your work directly contributes to improving quality, safeguarding vulnerable people and driving positive change across the social care sector, this could be the perfect opportunity for you.

Join us and help ensure that people across Shropshire receive the high-quality care and support they deserve.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)

- Employer contribution Pension Scheme Shropshire County Pension Fund
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please give us a call if you would like to discuss this role or our team. You can contact us on ***carlo.ferri@shropshire.gov.uk***

Whether you are looking for a new challenge or an opportunity to broaden your experience, we invite you to bring your skills, knowledge and expertise to Shropshire and help us make a positive difference to our communities.

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!