



Systems, Quality and Process Coach (Maternity Cover – September 2026 - January 2028)

Hours: 37.5 hours (Full time) over 5 days per week.

Location: Home with occasional travel to Mencap offices and other events where necessary.

Contract: Fixed Term to 31.01.2028

Salary: £33,615 (1 FTE)

About the Team and the Role. The role sits within Mencap's Learning Disability Helpline team. Working predominantly from home, we advise and support people with a learning disability, their families, carers and associated parties throughout England. This role supports the team to meet quality standards, and organisational and funder set K.P. I's.

The Systems, Quality and Process Coach will:

- Take a lead on quality standards for the advice service, liaising with external auditors
- Create and review policies, procedures, processes and resources, including digital resources
- Assist in the management of quality audits ensuring corrective actions are completed by the team by the deadline dates.

- Work with the Senior Advice and Casework Manager to develop and monitor an asset-based outcomes framework
- Coach the team to achieve quality related K.P. I's, both service defined and wider organisational objectives
- Create and distribute the Helpline monthly report
- Utilise the CRM to monitor productivity and identify casework anomalies
- Embed a culture of continuous improvement throughout the service.
- Undertake ongoing maintenance of advice service resources on the digital hub/ website
- Oversee creation and publication of new advice service resources using up to date I.T skills and a firm understanding of accessible content.
- Coaching the team to follow a clear review process including corrective amendments to resources, policies and processes
- Managing the recording of CPD hours for the team to ensure quality standards and professional development expectations are met
- Use specialist software to anonymise telephone calls

This job description is not exhaustive, and you may be required to undertake tasks not listed above.

What you will bring to the role (Essentials)

- A robust understanding of quality frameworks and audits
- Advanced computing skills using Microsoft programmes, specifically excel and Power BI, and content management tools.
- Effective coaching skills
- Positive and flexible attitude
- Keen eye for detail
- A focus on creating and implementing clear processes and reducing duplication of tasks
- An analytical perspective of an advice service and offering alternative solutions.

Your Experience

- Automating and undertaking file reviews in an advice service
- Working with a variety of CRM systems including cleaning and migration of data
- Facilitating training and coaching sessions
- Hosting online and in person meetings



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

- Formatting and analysing data
- Organising and attending community events
- Experience in auditing digital resources
- Communicating with external partners
- Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.

“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”



Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.

The information and advice service requires you to join the DBS update service, we will refund the annual fee for this



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