



YMCA CHESHIRE

SUPPORTED ACCOMMODATION OFSTED COMPLIANCE OFFICER

Candidate Pack
July 2026



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Welcome

Thank you for your interest in the position of Supported Accommodation Ofsted Compliance Officer at YMCA Cheshire.

The Supported Accommodation Ofsted Compliance Officer role is crucial to the work we do at our accommodation at Gresty Road, working alongside a service who support Children and Young People people who have experienced, or are at risk of experiencing homelessness.

The full job description is on page 6 of this document; you will see it is a varied role.

There is also a person specification on page 8 - we are looking for someone who:

- Believes that everyone has potential
- Is an inspiration to others
- Can work creatively, think on their feet and refuses to give up
- Retains a positive attitude in the face of daily challenges

The post holder will work alongside a team of committed Children and Young People's Practitioners and Housing Coaches and report directly to the Registered Service Manager.

This is a 20 hour a week post. Working days and hours will be discussed in more detail during interview.

We are passionate and enthusiastic about our work and love an energetic "can do" attitude in staff!

Details about how to apply are at the end of this pack.

If you'd like an informal chat, please call me, Julie Chafe, otherwise, please have a good read through this document, then apply online via our website no later than 5 pm on Sunday 2 August 2026.

Julie Chafe

Julie Chafe
Registered Service Manager
01270 257673



About Us

There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all back grounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Crewe.

- We believe everyone should have a **safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our projects on Gresty Road and Valley Brook, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Crewe for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- We offer **mental health first aid** training to staff and volunteers.
- Our services are supported by our **three social enterprises**, the GLO Café, GLO Hub and GLO Maintenance.



Our Values

We believe that everyone has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in people's lives.
We will foster and nurture this attitude in our work with service users, staff and volunteers.

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

Our Vision

Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

Our Mission

YMCA Cheshire is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

Our Faith

Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.

Working at YMCA Cheshire

YMCA Cheshire currently has 112 staff, 30 volunteers and 7 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit.

The programme includes:



Full Training
Package



Employee Assistance
Programme



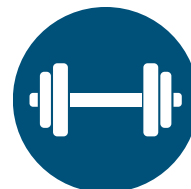
Conference
Opportunities



Cafe with 20%
Discount



Staff Room
Refreshments



Onsite Gym



Flexible Working
Policy



Long Service
Vouchers



Away Days



Staff Meetings to
Share Good News



Group Life
Cover



Health Cash back
plan

Job Description (Page 1)

Job Purpose

To provide quality assurance, compliance and administrative support to YMCA Cheshire's Ofsted-registered Supported Accommodation Service, ensuring that young people's case files and service records are complete, accurate and compliant with organisational, regulatory and inspection requirements. Undertaking regular file audits, identifying gaps in documentation and supporting the RSM in maintaining high standards of record keeping, service quality and inspection readiness.

Main Duties

Quality Assurance, Compliance Monitoring & Reporting

- Work collaboratively with the Registered Service Manager (RSM) and staff team to ensure all young people's records are complete, accurate, up to date and compliant with organisational procedures and regulatory requirements.
- Monitor and audit case files to ensure documentation is completed within required timescales and to the required standard.
 - Review and monitor key records including:
 - Referral and admission documentation
 - Matching assessments
 - Risk assessments and safety plans
 - Support plans and reviews
 - Key work records
 - Independence skills assessments
 - Education, employment and training records
 - Safeguarding records
 - Incident and missing from home records
 - Transition and move-on planning documentation
- Identify gaps, missing documentation, overdue reviews, inconsistencies or quality concerns within case files and report these to the Registered Service Manager for action.
- Maintain compliance trackers and action logs, monitoring the completion of required documentation and follow-up actions.
- Conduct routine quality assurance audits and compliance checks to support continuous improvement and inspection readiness.
- Ensure records are maintained in accordance with organisational requirements, data protection legislation and confidentiality standards.
- Assist in preparing evidence and documentation required for Ofsted inspections, Regulation 32 reviews, internal audits and quality assurance activities.
- Produce regular compliance reports, audit findings and performance information for the Registered Service Manager and senior leadership team.
- Collate and analyse information relating to service delivery, occupancy, outcomes, safeguarding, participation and young people's feedback.
- Ensure sufficient capture and recording of both qualitative and quantitative evidence to demonstrate young people's progress, outcomes, engagement and service effectiveness.

Quality Assurance, Compliance Monitoring & Reporting cont...

- Monitor the completion, quality and review of Outcome Stars for each young person, ensuring they are up to date and used to evidence progress, outcomes, engagement and support planning.
- Support the monitoring of service performance against organisational expectations, contractual requirements and agreed performance indicators, identifying trends, recurring issues and areas requiring improvement.
- Assist in the preparation, collation and submission of quarterly Performance Management Framework (PMF) reports and other performance, quality assurance and contract monitoring returns, ensuring information is accurate, complete and submitted within required timescales.
- Attend quality assurance, contract monitoring and service review meetings as required, including preparing documentation, taking minutes and tracking agreed actions to completion.

Administrative Support

- Maintain accurate electronic and paper-based records, databases and filing systems.
- Prepare reports, spreadsheets, monitoring information and correspondence as required.
- Support document control processes, ensuring policies, procedures and templates are current and appropriately managed.
- Assist managers with administrative tasks associated with admissions, placements, reviews and service monitoring.

Other Responsibilities

- Maintain an up-to-date understanding of safeguarding responsibilities and promptly report any concerns in accordance with organisational procedures.
- Promote and uphold YMCA Cheshire's commitment to equality, diversity, inclusion and anti-discriminatory practice.
- Work at all times in accordance with organisational policies, procedures and professional expectations.
- Participate in supervision, training and continuous professional development.
- Support the organisation's commitment to continuous improvement and high-quality service delivery.
- Undertake any other duties commensurate with the nature and level of the post
- Understand, embrace, and promote the values of the Association, i.e.

We believe that each person has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff, and volunteers.

We believe that a 'can do' approach is critical for facilitating change in the lives of service users.
We will foster and nurture this attitude in our work with service users, staff, and volunteers.

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

This job description is current as the date shown. In consultation with the post-holder, it is liable to variation.

Person Specification

Essential:

- Experience in an administrative, compliance or quality assurance role.
- Excellent attention to detail and ability to identify gaps or inconsistencies in records.
- Experience maintaining accurate electronic records and databases.
- Strong organisational and time management skills.
- Good working knowledge of Microsoft Office 365.
- Ability to handle confidential information appropriately.
- Experience producing reports and monitoring information.

Desirable

- Experience within children's services, supported accommodation, housing or social care.
- Knowledge of Ofsted-regulated services.
- Understanding of safeguarding and record-keeping requirements.
- Experience undertaking case file audits or compliance monitoring.

Key Employment Terms

- 20 hours per week
- Salary £13,988 per annum (actual)
- Permanent contract
- Responsible to Registered Service Manager
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme
- Health Cash Back Plan

YMCA Cheshire is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Cheshire 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.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

How To Apply

- The closing date for applications is 5 pm on Sunday 2 August 2026
- These should be submitted to our website YMCA Cheshire vacancies <https://ymcacheshire.org.uk/ymca-vacancies/>
- Shortlisted candidates will be interviewed week beginning 10 August 2026

