

JOB DESCRIPTION AND PERSON SPECIFICATION

<u>Job Title:</u> Compliance Officer	<u>Grade:</u> D (pts. 6-8)
<u>Job Family:</u> Organisational Support	
<u>Overall Purpose of Job:</u> As a Compliance Officer, you will provide accurate and timely support to Academy and Trust stakeholders as part of the wider Compliance Team. You will also provide administrative and clerical support including updating relevant management information systems to ensure the Team can meet statutory and internal deadlines in a professional manner. This role reports into the Information Governance Manager.	
<u>Main Responsibilities:</u> 1. You will provide assistance to stakeholders who wish to make a complaint about the Trust or one of our academies. 2. You will update both Trust and Academy colleagues promptly regarding complaints received. 3. You will maintain an accurate and complete record of complaints received and actions taken. 4. You will provide advice and support to academies on the completion of scheduled compliance activities, including the submission of supporting evidence to the Trust. 5. You will maintain manual and computerised records/management information systems, including the Trust systems for recording GDPR compliance (GDPRiS) and completion of scheduled compliance tasks (Every). 6. You will complete CCTV redactions, under the supervision of the Information Governance Manager. 7. You will complete initial redactions on subject access and ad hoc information requests, under the supervision of the Information Governance Manager. 8. You will maintain an accurate and complete record of declarations of interest received from Members, Trustees, ELT, Core Team and Academy Leaders and will proactively follow up any instances of non-submission in a professional manner. 9. You will ensure the Compliance sections on Every policies and the Trust SharePoint site are up to date and provide suggestions as to site development opportunities in response to your contact with academies and other stakeholders. 10. You will process applications for membership of the local Academy governance bodies, in accordance with Trust procedures. 11. You will maintain complete and accurate records of membership of the local Academy governance bodies 12. You will monitor the submission of governance documents, including minutes, agendas and forms and follow this up with Academies as required. 13. You will maintain an accurate and complete record of Academy governance documents on the Trust VLE. 14. You will provide advice and support to Academy stakeholders who wish to raise queries about Trust governance procedures. 15. You will provide routine clerical support e.g., photocopying, filing, faxing, emailing, and completing routine forms. 16. You will ensure that everyone is dealt with in a courteous, professional, calm and friendly manner. 17. You will provide an excellent customer service to parents, pupils, colleagues and wider stakeholders who contact the Compliance Team. 18. You will support team members, sharing learning and best practice in order to contribute to the overall team effectiveness. 19. You will undertake typing, word processing and other IT based tasks. 20. You will report serious incidents to your Line Manager without delay.	

General

21. You will be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person without delay.
22. You will participate in training and other learning activities and performance development as required.
23. You will ensure strict confidentiality in all areas of work.
24. You will work and process personal and sensitive information in accordance with the Data Protection Act 2018 including the UK General Data Protection Regulations (UK GDPR).
25. You will ensure work is conducted in a way that protects the safety and security of information (e.g., strong passwords, reporting breaches, securing paper records, securely disposing of records).
26. You will understand and comply with the statutory guidance regarding safeguarding of children, always ensuring the safeguarding and promotion of children's welfare, reporting any concerns to the Designated Safeguarding Officer without delay.
27. You will always comply with the Trust's policies and procedures.
28. You will undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- GCSE Grade C/4 or above, or equivalent, in English and Maths (C)
- Relevant work experience or vocational training with regard to compliance work (A/I)
- Knowledge of a range of standard computer packages e.g., Microsoft Office, Outlook email (A/I)
- Able to communicate clearly face to face, by telephone and in writing with a wide range of people (A/I/R)
- Able to relate well to children and adults (A/I)
- Able to work sensitively with confidential information (A/I/R)
- Able to work with a high level of accuracy (A/I/R)
- Able to work to demanding and often conflicting deadlines (A/I/R)
- Able to work with a minimum of supervision (A/I/R)
- Commitment to self and team development (A/I)
- Able to maintain a safe, calm and happy ethos (A/I)

Desirable

- Experience of working in a school or office environment (A/I)
- Familiarity with relevant school procedures, policies and guidelines (A/I)
- NVQ Level 2 Administration, or equivalent (A/I/C)
- Experience of using SIMS or similar programme (A/I)

Key: C – Certificate; A – Application Form; I – Interview; R – Reference

BEHAVIOURS

- Proactive
- Organised
- Team Player
- Flexible
- Clear communicator
- Reliable
- Trustworthy
- Honest

CONTACTS AND RELATIONSHIPS:

Managers - in daily contact with leaders within the Trust.

Support Staff – in daily contact with support staff who are involved in compliance, administration, finance and health and safety.

Trust Staff – in daily contact with staff working in Head Office

External – in regular contact with Members, Trustees, suppliers, contractor and external agency professionals.

Note:

This job description is provided for guidance only and does not form part of the contract of employment. The post holder will be subject to an enhanced DBS check.