

Compliance and Complaints Manager

Applicant Pack



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The vacancy

Post advert

Deadline for applications:	11.59pm on Sunday 9 th August 2026
Interviews to be held:	Week beginning 17 th August 2026
To start:	As soon as possible

We are currently looking for an experienced Compliance and Complaints Manager to work within our Central Team based at our office in Sheffield. This is a key opportunity to join Chorus in a newly created role, to support our whole organisation across Sheffield and Derbyshire.

We are seeking someone who will thrive on using their expertise and organisational skills to bring clarity, consistency and confidence to complex processes. Helping to resolve issues effectively, with a clear professional approach to communication and outcomes. Playing a vital role in supporting high standards, accountability and continuous improvement across our Trust.

You will provide guidance and support to colleagues, ensuring statutory, regulatory and contractual obligations are met by managing, handling and investigating complaints; responding to Subject Access Requests (SARs); and overseeing the policy development and review process incorporating legislative updates.

The successful candidate will be able to work at pace, contribute effectively to the team and be a self-motivated individual. As an employer we invest in and develop our talent, giving access to CPD that supports all of our employees to be the best they can be.

Applicants are welcome to discuss any aspect of the role with Ann Allen, Chief Operating Officer.

Role summary

Post title:	Compliance and Complaints Manager
Profile:	OS5A
Grade:	9
Grade spinal point range:	SCP 36 to 40
Salary:	£47,181 - £51,356
Accountable SLT post:	Chief Operating Officer (COO)
Line manager (if different):	
Staff to be supervised or line managed by post holder:	N/A at the present time but this is subject to change dependent on business need
Post holder will work with:	Central Business Services Team/Executive Team School Senior Leadership Team Teaching Schools Leadership Team Other teaching and support staff
Holiday and sickness relief:	By and for other central team colleagues
Purpose of post:	<p>The postholder will provide guidance and support to the schools/teaching schools, ensure that statutory, regulatory and contractual obligations are met and promote continuous improvement trust wide across three key areas:</p> <p>Data compliance and ensuring the trust is fully compliant with data protection information requests by managing, responding to and recording Freedom of Information (FOI) and Subject Access Requests (SARs);</p> <p>Day-to-day management of the complaints process and complaints handling, overseeing the complaints process on behalf of the trust, ensuring concerns are handled fairly, consistently and within agreed time scales. Help to resolve issues effectively and ensure a clear professional approach to communication and outcomes.</p> <p>Oversee the policy development and review process and legislative updates.</p>
Version revised:	July 2026
Contract:	Permanent 37 hours/52 weeks

At Chorus Trust we are committed to the safeguarding of all our pupils, please visit our website to access our safeguarding and child protection policy at www.chorustrust.org/policies.

The trust will conduct an online search of the successful candidate in line with the DfE's keeping children safe in education advice.

The successful candidate will be required to complete a Disclosure and Barring Service (DBS) check in line with the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975 and the Police Act Regulations.

Job description

The post holder must at all times carry out their responsibilities within the spirit of the school and trust policies and within the framework of legislation relating to academies and education, with particular regard to the statutory responsibilities of the trust and the governing body of the school.

To be responsible for managing and completing complex work and providing specialist advice and guidance to schools, teaching schools, and central team colleagues under:

- The FOI and SAR responses and processes under GDPR legislation under the guidance of the Data Protection Officer (DPO) and MIS Director;
- Complaints handling and investigations on behalf of the Trust and overseeing the complaints process under the guidance of the COO;
- Policy development and review, in conjunction with the Executive Assistant, under the guidance of the COO.

Specific duties and responsibilities

Data Compliance:

- Act as a first point of contact receiving and responding to FOI requests and SARs on behalf of data subjects for the Trust, working effectively with colleagues, leaders and stakeholders to ensure timely, accurate and compliant responses
- Carry out redactions and advise on FOI/SAR exemptions under UK GDPR guidelines
- Be the central team specialist for colleagues (schools, teaching schools and central team) seeking advice and support on data compliance related matters in relation to FOI and SARs
- Maintain accurate and comprehensive records of FOIs and SARs, enabling effective tracking, reporting and identification of trends to support continuous improvement
- Develop effective and efficient systems, policies, procedures and processes to streamline the trust responses to data requests, making use of emerging technologies to minimise manual workloads
- Maintain up-to-date and secure knowledge of GDPR legislation, ICO guidelines and best practice in the education sector
- Inform and provide recommendations to the COO and MIS Director in relation to FOI and SAR matters

Complaints Management and Compliance:

- Lead the coordination and oversight of complaints across the trust ensuring all cases are managed in line with the appropriate complaints policies and relevant statutory guidance
- Work closely with school leaders, clerks, and central team colleagues to ensure complaints are handled consistently, fairly and within required time scales
- Oversee and/or undertake complaint investigations

- Be the central team specialist for colleagues (schools, central team and teaching schools) seeking advice and support on complaint related matters
- Liaise with parents, carers, trainees and other stakeholders to ensure clear timely and respectful communication throughout the complaint process
- Maintain accurate comprehensive records of complaints, enabling effective tracking, reporting and identification of trends to support continuous improvement
- Develop effective and efficient systems, policies, procedures and processes to streamline the trust complaints handling process, using emerging technologies to minimise workload
- Inform and provide recommendations to the COO and Executive Team in relation to statutory, regulatory and contractual obligations and complaint related matters.

Policy Compliance, Development and Review:

- Maintain up-to-date knowledge of educational developments statutory requirements and regulatory expectations relating to Academy compliance to inform policies and procedures
- Translate complex legislative and regulatory requirements into practical operational processes
- Oversee the policy development and review process, ensuring legislation is checked and updates highlighted in current policies before issuing them in draft for central team specialists to update and review in a timely manner, with clear deadlines to meet the executive and trustee governance calendar requirements
- Be the specialist source of guidance in the central team working closely with school leaders and central trust colleagues seeking advice, support and guidance on policy matters.

Support for the trust/school

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Work in a flexible way to respond to the needs of the trust and to fulfil other duties and responsibilities appropriate to the grade and role as and when required.
- Be aware of and support difference and ensure equal opportunities for all.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Contribute to the overall ethos/work/aims of the trust/schools.
- Participate in relevant training, other learning activities and performance management as required.
- Team responsibilities: all staff are considered part of the overall trust team and may be required to provide assistance to colleagues in other areas from time to time commensurate with the role, skillset and grade.
- From time to time, to meet the needs of the trust, you may be asked but not expected to work hours additional to your normal working hours. The trust will give

you as much notice as possible and you will be paid/recompensed for such work. Situations where this might be required are, for example: relevant key school events such as open evenings, exam results days, trips, clubs, training etc.

Changes to these duties

The above duties are not exhaustive and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Executive Team.

The job description and allocation of particular responsibilities will be kept under review and may be amended via consultation with individuals, the governing body or board of trustees and/or senior leadership team as required. Trade union representation will be welcomed in any such discussions.

Person Specification

Job Title: Compliance and Complaints Manager

REQUIREMENTS	Essential	Desirable	Assessment method A = application I = interview R = reference
Knowledge, experience and skills			
Wide range of experience of the practical application of compliance best practice	✓		A / I
Knowledge of governance and compliance in the education sector		✓	A
Experience of developing new or improved administrative processes	✓		A / I
Experience of handling confidential and sensitive matters and situations with tact, diplomacy and confidentiality	✓		A / R
Knowledge and understanding of General Data Protection Regulations (GDPR) law	✓		A / I / R
Current knowledge of regulatory requirements and best practice for data protection within the education sector		✓	A / I
Current understanding of good practice in corporate compliance	✓		A / R
Experience of working in another regulated sector and/or charitable trust		✓	A / R
Experience of complaints handling in a regulated environment		✓	A / I / R
Experience of advising internal stakeholders on complex regulated matters		✓	A / I
Experience of advising internal stakeholders on complex regulated matters	✓		A
Advanced user of Microsoft Office including Word, Excel and PowerPoint	✓		A / I

Qualifications			
Good level of literacy and numeracy eg GCSE Maths and English at grade 4 or above.	✓		A
Educated to A level / Level 3 qualification or significant demonstrable experience in a related area	✓		A
Educated to degree level or significant demonstrable experience in a related area		✓	A
ICSA or legal training		✓	A
Interpersonal skills			
Proven ability to quickly gain credibility and influence colleagues and stakeholders	✓		A
Ability to convey technical information with clarity, attention to detail and accuracy	✓		A / I
Ability to analyse and interpret varied and complex information and/ or situations and produce appropriate, clear solutions and actions to resolve problems	✓		A / I
Strong interpersonal skills and communication skills coupled with the ability to act diplomatically and with tact	✓		A
Ability to form effective relationships with a wide range of stakeholders	✓		A / I
Ability to demonstrate discretion and maintain confidentiality	✓		A
Resilient, with the ability to deliver a demanding workload with competing short-term priorities, working under pressure and to strict deadlines	✓		A
Excellent organisation and planning capability, managing multiple cyclical priorities alongside medium-term projects	✓		A / I
Ability and enthusiasm to work jointly with team colleagues across a range of disciplines and across the Trust	✓		A / I
Able to reflect on performance and further develop own knowledge and skills to improve performance.	✓		A

Child protection

A commitment to the responsibility of safeguarding and promoting the welfare of young people.

✓

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Chorus Education Trust

Chorus Trust is a growing trust, committed to providing every child with the best education in both primary and secondary schools across South Yorkshire and Derbyshire. We train and develop teachers, giving our children access to the very best educational thinking and practice.



Our vision is ‘Outstanding Achievement for All’. We want to create a culture of success in which our children and young people can succeed. We do this through the provision of safe and supportive schools, collaborating to ensure our children benefit from a more effective spend of public money.

As part of the Chorus Trust Team, all staff have access to:



An ethos of being a **force for good**; of being part of a team that enables ‘outstanding achievement for all’.



Leading edge **training and development** through the South Yorkshire Teaching Hub.



Competitive **pension schemes**: Teacher’s Pension Scheme (teaching staff) and local government pension scheme (support staff).



Discounted **health schemes** through Westfield Health and Westfield Rewards Schemes, plus **free annual flu jabs** with Boots Corporate Health and **free eye tests** with Specsavers.



A **collaborative environment** encouraging knowledge sharing and support.



Term-time only contract postholders have the freedom of having **school holidays** off.



Career progression opportunities within a growing, local trust.



Support for **flexible working** arrangements.

You can read more about Chorus Trust at www.chorustrust.org.

Contact details

Secondary schools

Eckington School & Sixth Form

www.eckington.chorustrust.org

T 01246 432 849

E enquiries@eckington.chorustrust.org

Hope Valley College

www.hopevalley.chorustrust.org

T 01433 620 555

E enquiries@hopevalley.chorustrust.org

Silverdale School & Sixth Form

www.silverdale.chorustrust.org

T 0114 236 9991

E enquiries@silverdale.chorustrust.org

Westfield School

www.westfield.chorustrust.org

T 0114 248 5221

E enquiries@westfield.chorustrust.org

Teacher development

South Yorkshire Teaching Hub

www.southyorkshireteachinghub.org

T 0114 235 7980

E info@southyorkshireteachinghub.org

Sheffield Teacher Training Alliance

www.sheffieldtta.org

T 0114 235 7980

E enquiries@sheffieldtta.org

www.chorustrust.org

T 0114 235 7983

E info@chorustrust.org

Primary Schools

Bradwell Junior School

www.bradwelljuniorschool.com

T 01433 620 473

E enquiries@bradwelljunior.chorustrust.org

Hady Primary School & Nursery

www.hadyprimaryschool.co.uk

T 01246 279254

E enquiries@hadyprimary.chorustrust.org

Malin Bridge Primary School & Nursery

www.malinbridge.chorustrust.org

T 0114 234 1379

E enquiries@malinbridge.chorustrust.org

Stocksbridge Junior School

www.stocksbridgejunior.chorustrust.org

T 0114 288 2221

E

enquiries@stocksbridgejunior.chorustrust.org

National Modern Languages SCITT

www.nationalmodernlanguages.com

T 0114 235 7980

E enquiries@nationalmodernlanguages.com

National Maths and Physics SCITT

www.nmapscitt.org.uk

T 0114 235 7980

E enquiries@nmapscitt.org.uk