 

**Job Description**

**Title:** Compliance Officer

**Summary/Purpose:**  To complete effective compliance auditing ensuring Itec maintains contractual compliance whilst enhancing our learner experience through frequent, impactful interventions both in person and digitally.

**Reporting to:** Head of Apprenticeships

**Supervising:** N/A

**Responsibilities:**

* Responsible for routine analysis of reports/key data to identify and action plan or potential compliance risks.
* Responsible for supporting the team to address identified compliance issues with assessors/customers.
* Responsible for tracking identified areas of concern to completion.
* Responsible for supporting the team to schedule tasks proactively.
* Accountable for reporting trend of non-compliance to the managers.
* Responsible for managing the risk rating of all assessor caseloads.
* Responsible for contributing to the review of internal compliance reports.

**General**

* To ensure security of company assets
* To comply with all company policies and procedures
* To comply with the companies safeguarding policy & procedure
* To comply with Equal Opportunities Legislation and be proactive in challenging prejudice, discrimination, and stereotyping.
* To implement in full the Company’s quality policies and procedures.
* To consult the Company Health and Safety Policy with regards to their specific responsibilities as described in the general arrangements section
* To give consideration to their actions at work as to how they may affect the safety of Learners, clients and visitors to Company premises.
* Support organisations core values
* Co-operate with all staff to achieve a healthy and safe workplace and reporting any risks identified, at the company’s or other premises, to the designated Health and Safety Officer.
* Other duties that may be identified from time to time by the Company.
* Attend relevant training / personal development programmes.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** | * Working within customer service environment * Working with quality (or similar) management systems * Full driving licence with use of own vehicle | * Databases, e-portfolio systems, customer management systems * Working withing education and learning sector * Public funded support contracts * Experience of carrying out internal audits |
| **Qualifications & Training** | * 5 GCSEs at Grade C or above or equivalent * Literacy, Numeracy and Digital competency at least at Level 2 or equivalent | * Level 2 Management * Internal Audit * Degree or equivalent |
| **Skills** | * Excellent organisation skills * Project planning and monitoring * Target setting and monitoring * Analytical * Excellent attention to detail * Logical and systematic thinking * Critical thinking and problem-solving skills * Working knowledge of MS Office applications – Word, Excel, Outlook, Teams | * Ability to speak Welsh * Internal auditing skills |
| **Knowledge** | * Business processes and management systems * Business standard (s) | * Knowledge of the WBL Specification and Quality Agenda * Safeguarding Knowledge and understanding * Professional / business standards |
| **Characteristics** | * Open-minded, result-oriented with positive “can-do” attitude * Confident * Personable * Active Listener * Influencing through evidence * Willingness to share advice and knowledge * Values opinions of others * Adaptability * Self-motivated |  |

**NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**