 

**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
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| **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
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| **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
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| **Knowledge**  | * Business processes and management systems
* Business standard (s)
 | * Knowledge of the WBL Specification and Quality Agenda
* Safeguarding Knowledge and understanding
* Professional / business standards
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| **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
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**NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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