

Job Description

Job Title: Compliance Officer

Job Holder: Vacancy

Position in the organisation:

Responsible to: Chief Executive

Direct reports: None

JOB SUMMARY:

The post holder will be responsible for leading and driving safety, quality and regulatory compliance to achieve the best service standards and outcomes. Key responsibilities include:

- Work in liaison with Directors to develop an effective health & safety and quality strategy.
- Lead/support implementation of the health & safety and quality strategy and related organisational learning.
- Lead the smooth and timely management of the Safeguarding & Health and Safety Forum.
- Leading and developing processes and systems to ensure compliance with regulatory best practice.
- Promoting collaboration and transfer of best practice within and between locations.
- Report writing for the Risk & Audit Committee and Organisation Directors
- Monitoring accidents and incidents, including analysis
- Lead quality and health & safety programmes and projects when required
- Be the Organisation's Data Protection Officer (DPO)
- To lead and develop the Emergency and Business Continuity Plans.
- Maintain positive communication and working relationships with the operational teams
- To uphold the Organisations values

MAIN RESPONSIBILITIES

Health & Safety and Quality improvement

- Work with Directors to develop an effective health & safety and quality strategy
- Lead the implementation, monitoring and review of the health & safety and quality strategy and Governance Framework in line with the Organisation's objectives and priorities ensuring that they reflect changing legislation and regulations.
- Ensure the health & safety and quality Strategy and Governance Framework support continuous improvement and the delivery of high standards.
- Ensure good governance techniques and tools are embedded in the Organisation's decision making, planning and performance management processes.
- Co-ordinate the development of health & safety information published on the Organisation's website to promote the implementation and delivery of safety improvement plans.
- Provide leadership, health and safety advice and support to the Directors, Senior Managers and staff in relation to developing safety improvement initiatives to deliver compliance with the Organisation's statutory health & safety obligations.
- Lead the development and delivery of safety scorecards/dashboards by working with Directors and Senior Managers to develop appropriate health & safety metrics and indicators to promote continuous improvement.
- Develop, review and implement health and safety policies and procedures
- Lead and set the direction for effective health and safety management and practices to ensure that risks are dealt with responsibly and proportionately
- Develop and monitor KPI's related to health and safety as requested
- Deliver health and safety and/or compliance training where required

Compliance and assurance

- Review plus interpret new national and/or regional guidance and/or legislation relating to health & safety and compliance as well as identify local implementation for the Organisation.
- Ensure processes and systems are in place across the organisation to maintain the Organisation's Care Quality Commission (CQC) registration, including variations to registration which reflect the changing regulated activities and locations of the Organisation.

- Ensure appropriate CQC compliance monitoring programmes and processes are in place to be able to evidence compliance and work with the Head of Care Operations to ensure awareness of and readiness for external inspection and registration validation.
- Ensure appropriate Regulator of Social Housing Regulator (RSH) compliance monitoring programmes and processes are in place to be able to evidence compliance and work with the Head of Housing to ensure awareness of and readiness for external inspection and registration validation.
- Oversee all external assessments of the Organisation's services (e.g. CQC visits etc) and ensure recommendations from these are acted upon by the Organisation.
- Ensure there are systems in place to co-ordinate monitoring and follow-up of recommendations from health and safety and quality audits

Safeguarding and Health & Safety Forum

- Manage the Organisation's Safeguarding and Health & Safety Forum, ensuring there is an annual cycle of business in place to address internal and external reporting requirements, also that there is a high quality agenda, minutes and papers, and regular reports from this group are available to the Risk & Audit Committee.

Policy management

- Lead the Organisation's policy management processes, including compliance and governance.
- Ensure the Organisation has arrangements in place for the effective initiation, consultation, approval and continuous review of health and safety policies and procedures.

Financial responsibility

- Responsibility for managing any departmental budget / approved project implementation costs and benefits delivery, including realising agreed financial savings.

Planning and reporting

- Produce and/or co-ordinate the production of cyclical, routine, periodic and ad hoc analysis, information, data and high quality reports for Directors and Risk & Audit Committee.
- Provide expert advice, information and support to Directors and committees on matters relating to health and safety, Data Protection (including the General Data Protection Regulations) and Compliance as well as ensure the Organisation is kept informed of statutory changes.
- Provide quarterly along with annual reports on accidents and incidents for the Director of Operations, including recommendations

PERSON SPECIFICATION

POST: Compliance Officer

Requirements	Essential/ Desirable
<u>Education / Qualifications</u>	
Educated to degree level (or equivalent)	Desirable
Postgraduate qualification or equivalent level of knowledge	Desirable
Relevant professional qualification	Desirable
NEBOSH Certificate Qualification or equivalent	Essential
<u>Experience</u>	
Experience and working knowledge of risk management	Essential
Experience of working in a lead role for at least 3 years	Desirable
Experience of investigations and analysis	Essential
Experience of CQC inspections	Essential
Experience of Regulator of Social Housing standards	Desirable
Experience of business process mapping to identify and deliver change	Desirable
Effective analytical and problem solving skills. Ability to analyse complex facts and situations and develop a range of options	Essential
Experience of report development and writing; ensuring the accuracy of information and effective communication to different audiences	Essential
Experience and working knowledge of Data Protection & GDPR	Essential
Experience and working knowledge of Health and Safety in CQC regulated services and Social Housing	Essential
<u>Knowledge</u>	
Working knowledge of the application of risk management systems and techniques	Essential
Data Protection Act including GDPR	Essential
Demonstrable understanding of the CQC regulatory and compliance frameworks	Essential
Working knowledge of health and safety legislation and ability to research good practice protocols	Essential
Knowledge of health and safety systems and development of quality KPIs	Essential

Requirements	Essential/ Desirable
Knowledge of Regulator of Social Housing standards	Desirable
Experience of developing and implementing strategies, policies, guidelines and projects.	Essential
<u>Skills/abilities</u>	
Excellent written and verbal communication (including presentation) skills, is able to communicate highly complex information that may be difficult to understand to internal and external stakeholders and make presentations to internal and external groups	Essential
Excellent interpersonal skills and have the ability to communicate concerns, complex / contentious issues in a diplomatic manner that does not offend or escalate	Essential
Proven ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them	Essential
Negotiation and influencing skills, with the ability to make informed decisions	Essential
Ability to implement change projects /programmes	Desirable
Ability to deal with changing priorities, work to tight deadlines and be flexible	Essential
Ability to motivate, empower and facilitate teams from different professional disciplines to be proactive in risk management and health & safety improvement	Essential
Ability to work collaboratively with staff at all levels across the Organisation and with external stakeholders and committed to teamwork	Essential
Good standard of numeracy & literacy	Essential
Experience of working with Microsoft Word and Excel	Essential
<u>Personal qualities</u>	
Self-motivated, enthusiastic and keen to learn	Essential
Ability to adapt and work flexibly when required	Essential
High level of attention to detail and accuracy	Essential
Determination and has the ability to achieve deadlines	Essential
Ability to work as a team member as well as using own initiative	Essential

Requirements	Essential/ Desirable
Be able to work effectively within a multi- disciplinary team and establish relationships across the Organisation and with outside organisations	Essential
Excellent communication skills and the ability to manage difficult situations	Essential
Problem solving and decision making skills	Essential
Punctual, with a good attendance record	Essential
Smart appearance and professional attitude	Essential
Ability to work closely with senior managers and staff at all levels	Essential
Able to demonstrate systematic approaches to work	Desirable
Full driving license with own transport and willing to travel to other locations in the Organisation.	Essential