

Job Title: Assurance and Compliance Lead

Reports to: Director of Corporate Services

Overview

Do you have experience of working in a senior Compliance and Assurance role within a regulated sector, providing support and guidance at Senior Leadership Team (SLT) level. This position offers a diverse range of responsibilities focusing on a mixture of governance, risk, regulatory compliance and project oversight with the primary goal of ensuring the efficient operation of the business through implementing a structured framework for decision-making and accountability.

The role:

- You will lead on the co-ordination of all aspects of governance include board meetings, ensuring agendas are planned to meet regulatory compliance where Board input is required
- You will act as the first point of contact for SLT, attending Board meetings and other strategic meetings on all related matters and will be able to present key business updates for each of your areas of responsibility
- You will oversee the SLT decision making process, ensuring accurate records are created and held for audit purposes
- You will support SLT during external inspections e.g. SHiP and Housing Regulator to act as main point of contact between SLT and external inspectors including collating any supporting documentation required
- You will collate and present key performance data and regulatory data at SLT and Board meetings and provide key updates and share insights
- You will act as a Formal Complaints Officer. Providing a responsive, customer focused front line, telephone and in writing service to all customers. Ensuring that a high level of customer satisfaction is achieved
- You will monitor any issues identified and provide a quick response to our customers, meeting timescales and ensuring all issues are resolved. You will troubleshoot any difficult complaints and ensure that prompt and appropriate action is taken
- You will demonstrate clear accountability and ensure that complaint cases are escalated where progress is not being made in line with our time scales
- You will be responsible for the complete oversight of GDPR and Data protection including internal audit, responding to regulatory requirements, reporting breaches and developing internal training and briefings to ensure all staff have up to date knowledge
- You will ensure that managers are fully GDPR trained and advise managers on any day-to-day GDPR queries ensuring best practice measures are always met
- You will be responsible for the full oversight of any Subject Access Requests
- You will develop and co-ordinate the internal audit function to ensure that each department is fully compliant i.e. a full review of case files. Monitoring and evaluating the internal control environment as to its adequacy, efficiency and effectiveness
- You will ensure compliance with all statutory and regulatory requirements across the business. This will include developing and managing systems for demonstrating effective controls relating to the governance
- You will identify solutions to compliance gaps, and update key policies and procedures relating to compliance and assurance and ensure that these are published
- You will develop and monitor project plans to deliver major projects on time in accordance with the overall organisational business plan

- You will oversee and ensure compliance for all procurement and tender processes. Working with managers on the contract management process
- You will line manage the Business Support Team Leader ensuring clear oversight of IT functions and systems, ensuring accurate data and performance data is collated to provide consistent reporting across the whole organisation

The person

- You will have experience in designing and facilitating compliance and assurance program development.
- You will be able to consult people as you develop new processes, but ultimately be able to offer sound and evidence-based recommendations to continually improve the compliance and governance framework
- You will need to be able to deliver a variety of work, to strict deadlines, ensuring compliance with legal, regulatory and best practice requirements
- You will have great attention to detail and be able to manage a complex workload
- You will also be a great communicator, able to build strong and effective working relationships with a wide range of people
- You will have previous experience of operating at and presenting to Senior Leadership Teams

Behaviour & Competences:

Behaviour embodies Brighter Futures values and is within the Code of Conduct

Demonstrate the competencies and behaviours set out in the Competency Framework.

Work to Brighter Futures aims, values, policies and procedures and ensure that others do so.

Hours of Work:

37 hours per week mainly Monday – Friday generally 9.00am to 5.00pm with some requirement to work occasional evenings and weekends in line with business requirements to attend meetings/ events

Salary & Benefits:

Salary: £ 35k-40k

27 days annual leave plus 8 additional days

Group Personal Pension Plan, including life assurance and group income protection

Health Care Cash Plan

Occupational Sick Pay

Staff Counselling Service

Person Specification – JOB TITLE

We want the postholder to demonstrate the following competences to a high level and use them in their work. We will be looking for evidence of the following key competences during the selection process.

<ul style="list-style-type: none"> ▪ Communication & Clarification ▪ Creativity, Innovation & Adaptability ▪ Commitment & Customer Focus ▪ Relationship & Team Working 	<ul style="list-style-type: none"> ▪ Respect, Integrity & Open-mindedness ▪ Accountability, Self-Reflection & Development ▪ Engaging with and Supporting Change
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Please use the job application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1, 2 & 3 below (addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

	Essential / Desirable	How Assessed? (A=Application Form / B= Interview / C=Test)
1. Qualifications, Experience and Track Record		
Governance compliance such as Chartered Governance or equivalent, with a minimum 3 years post qualification experience	Essential	A
Extensive of corporate governance	Essential	A,B
Extensive of charity governance	Essential	A,B
Experience in GDPR and ICO reporting	Essential	A,B
Experience in senior leadership role	Essential	A,B
Experience managing a team	Essential	A,B
2. Special knowledge & requirements		
Project management and planning	Essential	A,B
Strong interpersonal, relationship building skills	Essential	A,B
High level of strategic planning	Essential	A,B
Strong organisational skills	Essential	A,B
3. Additional job requirements		
High level of IT literacy	Essential	A,B
Excellent attention to detail	Essential	A,B
Confidence an influence as a senior leader	Essential	A,B
Can manage and make decisions independently	Essential	A,B
Ability to lead by example, motivate and inspire others	Essential	A,B
Personal integrity	Essential	A,B