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| **JOB TITLE:** | Compliance Worker |
| **RESPONSIBLE TO:** | Employability Services Manager |
| **SALARY / GRADE:** | £23,151 |
| **HOURS:** | 35 hours per week |
| **LOCATION:** | Westburn Centre and any Inverclyde location where the Trust runs |

## Overall purpose of the post

The main purpose of the role is to provide a comprehensive service in relation to compliance requirements across the delivery of Trust contracted services, namely the Employability Contract and other similar projects as required. Based within a small team you will work closely with the senior database and compliance worker to assess and verify compliance paperwork ensuring clear communications both written and oral at all levels, whilst adhering to general data protection regulations(GDPR 2018 onwards).

**Main duties and responsibilities**

**1. Operational**

*Responsible for:*

* Provision of general administrative support to the database & compliance function in the systematic control of client files, maintenance of in-file and online documentation, general filing, indexing & archiving along with any ad-hoc duties which assist the smooth running of the function.
* Obtaining date relevant information from approved sources (e.g. Job Centre, SDS etc)
* Reviewing information received/collated to determine compliance or further information requirements
* Daily use of Hanlon MIS to record compliant procedures as directed
* Provision of information and support to relevant staff with specific responsibility for the active gathering and identification of approved evidence for client files
* Run weekly reports as directed by the Senior Database & Compliance Worker as required
* Highlighting to Senior Database and Compliance Worker errors from the Job Centre(e.g. mistakes in job referral forms) which need to be collated and sent back to the Job Centre for verification
* Completing client Hanlon MIS records and update of associated client files
* Liaising with staff, clients & referring partners to obtain appropriate information not located in client file or on MIS
* Ensuring identity controls are conducted within the time frames set in accordance with contracted reporting periods & internal procedures.
* Providing ongoing follow up of incomplete checks
* Communicating clearly in writing and orally to third parties and the employability team as appropriate.
* Consistently demonstrating strong attention to detail

**2. Performance targets**

To meet all performance targets as described below:

* To achieve all individual & integrated targets across contract service delivery as designated through supervision process
* To ensure robust timeous data is appropriately recorded for extraction, report & analysis and that no information held independently of Hanlon MIS
* To ensure recorded data is accurate, accessible in Hanlon (MIS) coded in line with glossary of activities & classifications and input weekly at designated time
* To produce weekly caseload reports in format provided at weekly team meetings and monthly supervision as required
* To attend & contribute effectively to weekly, monthly & quarterly team meetings to ensure prioritisation of your own workload and provide support to other members of the team as required.
* To deliver programme service as and when required within contracted hours.
* Requirement to work towards relevant role related qualifications

**Person specification**

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|  | Requirements |
| Education / Training | * HNC level or above or equivalent work experience in an office environment |
| Knowledge / Technical Skills | * Ability to work with databases and be able to extract information as required * PC and systems literacy with good knowledge of office 365 such as Word and be able to utilise digital technology such as zoom. * Have utilised client database systems if possible although training will be given * Understand data protection parameters and remaining compliant in terms of GDPR |
| Experience | * Relevant industry experience such as administration, employability, data management, customer service environment within an office environment * Data orientated and have strong attention to detail * Experience of working in a fast paced, quality driven environment |
| Competencies | Possesses:  **Communication**   * Excellent written and oral communication skills, with high attention to detail * Able to understand client information and recognise what is required to ensure compliance requirements are met * Able to adapt communication style to the needs of the audience and be able to explain requirements necessary for compliance * Be willing to share knowledge with others * Confident in liaising with other external parties such as the job centre to ensure relevant documentation is sent through   **Organisational and Planning Skills**   * Ability to plan ahead and prioritise workload * Planned support sessions with ESW team to ensure everyone understands what needs to be done to ensure forms are compliant from registration forms to funding bids.   **Personal Aptitude**   * Collaborative approach, able to work as part of a team as well as on own * Value add attitude – able to use own initiative for the benefit of the department * Ability to demonstrate and keep up to speed on compliance and GDPR requirements * Customer Service * Provide a person centre approach to enable our clients to progress through the employability pipeline in a timely manner to ensure we have the relevant documentation required at each stage of the pipeline * Provide detailed reports as directed by the senior compliance and database officer   **Desirable Competencies**   * ECDL qualification * Driving Licence |
| Behaviours | **Tailors their approach**   * Adapts their method of communication and message to suit a specific audience * Uses their understanding of others to tailor and choose the approach that will have the greatest impact   **Supports the team**   * Team orientated, flexible, willing to help team members when necessary * Shares information and knowledge to benefit all team members * Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the Trust achieving its purpose   **Gathers information**   * Demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation * Asks relevant questions of the people who are in the position to respond, such as people who are directly involved   **Sees multiple connections**   * Defines the desired outcome by breaking the situation down into component parts(such as breaking down stages in action plans) * Identifies trends and questions inconsistencies in information / data * Anticipates obstacles, thinks ahead about next steps and contingencies |
| Additional requirements | * Ensure anti-discriminatory practice and promote diversity * May be required to work additional hours during busy periods |