**Job Title: Compliance and Business Support Officer**

**ProjectScotland Employability Programme**

**Role Reports To:** Delivery Leader for Glasgow and West of Scotland

**Direct Reports:** None

**Hours:** 35 hours per week

**Location:** Homebased

**Job Family:** 3 - £24,000 per annum

**Department:** Delivery

ProjectScotland is one of the family of brands within Volunteering Matters. Our ProjectScotland Employability programme supports people to get on in life using the power of volunteering. We support people, including those facing multiple barriers or disadvantage, to achieve positive outcomes for their future and our employability programme provides people with personalised emotional and practical support, meaningful and supported volunteering opportunities through charity partners, and access to a reliable and positive Volunteer Mentor.

ProjectScotland are looking to recruit a talented, dynamic, and professional Compliance and Business Support Officer to join our ProjectScotland Employability team to support our service and be a part of making a real and positive impact on the lives of people across Scotland.

**Role Purpose**

Your role, as ProjectScotland Employability Compliance and Business Support Officer is to coordinate and monitor the quality and compliance standards and processes of our Employability Programme, ensuring we deliver a quality service to the required standards throughout Scotland which meets challenging performance expectations, and to work collaboratively with colleagues in the ProjectScotland team and wider core services team in relation to employability service delivery, impact and development.

**Key Duties and Responsibilities**

* Consistently role model and display our organisational values.
* Contribute to effective teamwork across the regional team and the wider charity, in line with our “flexible working by default” and “self-managed teams” philosophy
* Managing quality and compliance standards effectively across the team, minimising financial risk associated with any non-compliance.
* Monitoring of quality and compliance requirements on the ProjectScotland. Employability programme in line with contractual requirements and targets.
* Reviewing all documentation submitted by Engagement Managers before external submission, ensuring any non-compliance issues are addressed.
* Ensuring all Engagement Managers are fully equipped to meet quality and compliance requirements through the provision of structured training, regular targeted meetings and effective communications.
* Recording of compliance and project performance accurately, in line with project timescales and work plan, accurately measuring and forecasting delivery in collaboration with Service Delivery Leader and Engagement Managers.
* Using a solution focused and creative approach, support Engagement Managers to identify risks to effective performance, and identify and coach effective contingencies.
* Conduct regular performance-to-target reviews and report on compliance and performance at regular funder and stakeholder meetings.
* Coordinate all internal audits of quality and compliance standards.
* Reporting on all external programme audits.
* Handling and storing project information in line with Volunteering Matters data protection policy.
* Contributing to evaluation and impact measurement of ProjectScotland through the collation and analysis of data.
* Liaising closely with internal colleagues across all core service and in particular Delivery Leaders, Partnerships and Comms colleagues, collaborating where necessary to support business development, reporting and ensure strategic priorities are met.
* Leading the development of a central resource hub for the Engagement Manager team.
* Provide support and help with preparation for funding applications.

This post is funded by the European Social Fund and 100% the post holders time will be spent delivering this activity.

**Person Specification**

**Skills and Experience:**

* Effective project management skills and ability to think strategically to achieve long term goals.
* Self-management skills and the ability to manage workload effectively and to strict deadlines.
* Proactive and collaborative approach to teamwork.
* Excellent written and verbal communication skills.
* Excellent organisational and IT skills including the ability to manage workload and prioritise effectively, and in the use of MS Office, MS Teams and Zoom
* Knowledge and experience of compliance processes.
* Knowledge of data protection and storage regulations.
* Experience in using a CRM (customer relationship management) system such as Salesforce.
* Strong attention to detail with skills in the analysis of data, forecasting and production of clear and concise reports.
* Professional presentation skills and the ability to engage with stakeholders.
* Experience of European Social Fund compliance processes would be advantageous
* Experience of meeting/exceeding demanding compliance requirements.
* Understanding of and commitment to Equal Opportunities.

**Qualifications**

Relevant experience and values alignment is more important for this role than specific qualifications along with a commitment to help people, including those facing multiple barriers or disadvantage, to achieve positive outcomes for their future.

**Other**

The post will be home based. The postholder will need reliable internet access to enable remote working. IT equipment and infrastructure will be supplied.

This role requires a basic Disclosure Scotland Check. Having a conviction will not necessarily cause a bar to employment.

**Our Values & Way of Working:**

In all that we do, we embrace a philosophy of ‘Freedom within a Framework’ and are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

**N.B.** This job description is not an exhaustive list of tasks, but is a guide to the key duties of the post. The post-holder is expected to take on any other duties from time to time which are reasonably required by their manager.