



Murray's Initiative
2nd Floor, 14 North Claremont Street
Glasgow G3 7LE
0141 353 1800

JOB DESCRIPTION

Job Title: Compliance Officer – Young Person's Recovery Service

Location: Based within Murray's Initiative's Head Office in North Claremont Street

Salary: Starting Salary £24,479 per annum (pro rata)

Hours: Part-time - 14 hours per week – Fixed term until 31st March 2027

We understand that many will have other commitments outside of work and so flexible working, part-time hours or job-sharing arrangements will be considered for the right candidate.

About Us:

Murray's Initiative (formally known as Glasgow Council on Alcohol) is an independent Scottish charity that works to reduce alcohol and drug-related harm at both individual and community levels. Established in 1965, Murray's Initiative adopts a long-term, trauma-informed and asset-based approach to changing the culture around substance use. Its services are built on a person-centred, harm-reduction model, supporting people whether their goal is to reduce consumption or achieve abstinence.

Murray's Initiative offers free, confidential counselling services for people concerned about their own or someone else's drinking. Murray's Initiative delivers a range of interventions including groupwork and employability support as well as a number of holistic and inclusive services, such as a women's service for survivors of gender-based violence, young person's peer education service, LGBTQ+ health and wellbeing support and tailored wellbeing programmes.

Murray's Initiative is also a recognised provider of professional development, offering a comprehensive training portfolio including education aimed at increasing awareness of alcohol use and promoting healthier lifestyles, COSCA Counselling Skills and a Diploma in Integrative Counselling and Psychotherapy.

Murray's Initiative deliver services over 6 days per week and throughout Glasgow, East Dunbartonshire and East Renfrewshire, helping people make meaningful, positive change in their lives.



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The foundation of Murray's Initiative is our supportive and inclusive culture for all who engage and work with us.

About the Role:

The role of Compliance Officer within the Young Persons Recovery Employability Service is to support the effective delivery, monitoring and compliance of the service, ensuring participant records, referrals and performance information are accurate, complete and meet contractual and organisational requirements.

The Compliance Officer will report to the Service Manager – Employability and will play a key role in monitoring referrals, maintaining data quality, undertaking compliance checks and supporting service performance. The post holder will be responsible for reviewing participant records, identifying and resolving data discrepancies, and ensuring evidence and documentation are recorded in line with funder, contractual and organisational standards.

The role will involve the regular use of systems including Hanlon and other organisational databases to monitor participant activity, undertake compliance and quality assurance checks, support reporting requirements and ensure accurate audit trails are maintained. The Compliance Officer will work closely with delivery staff to ensure records are compliant, performance targets are accurately evidenced, and service processes are followed consistently.

This post requires a Level 1 Disclosure

Key Responsibilities of the Compliance Officer:

- Monitor and oversee referral processes to ensure timely allocation, progression and accurate recording of participant information across the service
- Undertake compliance and quality assurance checks on participant records, ensuring documentation is complete, accurate and meets contractual, funder and organisational requirements
- Maintain and monitor data quality across systems including Hanlon and other organisational databases, identifying discrepancies and supporting corrective actions where required



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- Support the management of service performance information by tracking participant activity, outcomes and evidence requirements to ensure robust reporting and audit readiness
- Work collaboratively with delivery staff to ensure participant records are maintained to the required standards and that compliance requirements are understood and consistently applied
- Produce and maintain compliance reports, monitoring information and performance data to support service management, contract delivery and continuous improvement
- Review service processes and documentation, identifying areas for improvement and supporting the implementation of quality assurance measures
- Maintain accurate audit trails and ensure appropriate storage, handling and management of sensitive information in line with data protection and confidentiality requirements
- Act as a point of contact for compliance-related enquiries, providing guidance and support to colleagues regarding record keeping, evidence collection and procedural requirements
- Undertake any other duties reasonably required by the Service Manager – Employability that are consistent with the nature and responsibilities of the post

Qualifications and Experience:

- Experience working within a compliance, quality assurance, administration, employability, health, social care, third sector or similar environment, with the ability to manage detailed information and maintain high standards of accuracy
- Experience monitoring records, referrals, case files or performance information, demonstrating a strong understanding of the importance of compliance, quality standards and audit requirements
- Confidence using databases and management information systems to record, analyse and retrieve information, with experience of systems such as Hanlon, Views or similar case management platforms being advantageous
- Experience identifying discrepancies, resolving data quality issues and implementing improvements to processes or record-keeping practices to support service effectiveness
- Experience producing reports, monitoring information or performance data, with the ability to present information clearly and accurately to support decision-making and service delivery



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- Experience working with sensitive or confidential information and demonstrating a clear understanding of the importance of data protection, confidentiality and professional boundaries
 - A good standard of education, with qualifications in Business Administration, Information Management, Compliance, Quality Assurance or a related subject welcomed, although equivalent relevant experience is equally valued
 - Experience supporting externally funded programmes, contractual performance requirements or audit processes would be beneficial, alongside an understanding of the importance of evidencing outcomes and maintaining accurate audit trails
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Skills and Competencies:

- Excellent attention to detail, with the ability to review information critically, identify inconsistencies and ensure records meet required quality and compliance standards
- Strong organisational and time management skills, with the ability to prioritise competing demands, manage deadlines and maintain accuracy within a busy working environment
- Strong analytical and problem-solving skills, with the confidence to investigate issues, identify solutions and support continuous improvement across service processes
- Effective verbal and written communication skills, enabling the development of positive working relationships and the ability to provide guidance and support to colleagues on compliance requirements
- High levels of digital literacy, including the ability to use Microsoft Office applications, databases and management information systems effectively and confidently
- Ability to work independently and use initiative while also collaborating effectively with colleagues to achieve shared objectives and maintain service standards
- Commitment to maintaining confidentiality, handling sensitive information appropriately and ensuring compliance with organisational policies and data protection requirements
- A proactive and quality-focused approach, demonstrating personal accountability and a commitment to maintaining high standards of service delivery and continuous improvement



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- Commitment to equality, diversity and inclusion, ensuring all individuals are treated with dignity, respect and fairness

Why Join Us?

- Your work will contribute to make a real difference to people's lives.
- Competitive salary and benefits package :
 - Very generous annual leave entitlement: full time employees start with an annual leave entitlement of 37 days (inclusive of 12 bank holidays) which increases with length of service.
 - Duvet days where employees may take time off at short notice.
 - Death in service policy.
 - Cycle to work scheme where employees can save money on a new bike and spread the cost.
 - And much more!
- Opportunities for continuous learning and career development.
- A supportive and inclusive work environment where your contributions are valued.

Application Process:

Interested candidates are invited to apply by completing the online application form which can be found here :

<https://murrays.livevacancies.co.uk/#/job/details/52>

If you require our application form in another format, please contact HR@murrays.scot

The following is the timescale for the process :

Closing date for applications:	Thursday 6 th August 2026 at 5pm
Shortlisting:	Wednesday 12 th August 2026
Date of interviews:	Tuesday 25 th August 2026
Start date:	ASAP



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Equal Opportunity Employer:

Murray's Initiative is an Equal Opportunities Organisation. We are committed to treating all workers and job applicants fairly and equally, regardless of their sex, pregnancy and maternity, sexual orientation, religion or belief, marital / civil partnership status, age, race, disability or gender identity and expression or any other personal characteristic.

