

JOB DESCRIPTION

Job Title: Compliance Officer
Job Ref: SA9-R
Service: Student and Legal Affairs Service
Campus: Hendon
Grade: Grade 6
Salary: Starting Salary:£32,893 per annum inclusive of Outer London
Weighting rising to £ 37,722 incrementally each year.

Hours: 35.5 hours per week, actual daily hours by arrangement
Period: Permanent
Reporting to: Senior Safeguarding Project Manager (Student and Legal Affairs)
Line Manager to: N/A

Overall Purpose:

- To have primary responsibility for ensuring that, where specified, all students on identified professional programmes complete DBS and/or OH checks at specific points throughout their studies;
- To manage the operational delivery and administration of the Disclosure Barring Service (DBS) and Occupational Health (OH) checks, including the day-to-day workings of a small team of Compliance Administrators;
- To lead on reviewing practices and processes pertaining to DBS and OH checks, and planning and executing a change programme to ensure efficiency, economy and effectiveness within available resources.

Principal duties:

- To maintain an up-to-date knowledge of DBS and OH requirements, ensuring that all checks are carried out, monitored and recorded in line with stringent external requirements, particularly from Professional, Statutory and Regulatory Bodies (PSRBs);
- To oversee and manage complex cases and complaints relating to DBS and OH, in accordance with university policies and procedures. This will require liaison with key stakeholders to ensure compliance, such as with the Registration, Compliance and Finance teams, University Services and PPS Unit;
- To ensure appropriate mechanisms are in place to support students and staff throughout the process of DBS and OH checking. This could include, for example, developing online information, advice and guidance, presenting at programme inductions, or developing training resources;
- To organise and manage the day-to-day duties of a small team of Compliance Administrators, e.g. ensuring allocation of appointments, discussing casework, dealing with complex cases;

- To lead on identifying better ways of working within the team. This will involve working closely with the Compliance Administrators in building a culture of teamwork, openness to change and solution-focussed resilience to challenges;
- To develop, deliver and review an action plan which addresses the need for greater efficiency and economy whilst also ensuring a high level of service is maintained. One area of focus will be to identify and eliminate unnecessary complexity within processes, for example by reviewing online data management systems, such as Atlantic Data, and working practices with external stakeholders, such as OH Trusts. This will require a pro-active approach to the delivery of projects to continually improve and evolve DBS and OH processes and procedures;
- To engage a wide range of stakeholders/end-users, both at the University (e.g. programme leaders, students, admissions, placement teams, service providers) and externally (e.g. OH trusts/Units, Atlantic Data, organisations related to PSRB) to ensure processes are in place for effective working across the University;
- To coordinate the tracking, monitoring and populating of data on completion of checks; maintaining relevant databases, and; ensuring accurate data is provided for various reports e.g. PSRB monitoring and audit data or management reports for the PPS Unit, PBLU and academic teams;
- To report on progress made to various stakeholders in various formats, including written reports and face-to-face presentations. The post-holder, for example, will collaborate on delivering periodic reviews, collating and responding to feedback, and ensuring buy-in for proposed service-level changes.

Other Duties

- To work with colleagues within Student & Legal Affairs to develop systems, policies and/or procedures to support the development of Student & Legal Affairs as a service;
- To support the work of Compliance Manager, for example, in responding to subject access requests (SARs), freedom of information requests (FOIRs), environmental information requests and; ensuring Prevent duty compliance, including data requirements of the annual OfS accountability and data return;
- To undertake any other duties as required by the Director of Student Affairs.

PERSON SPECIFICATION

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Essential

- A graduate with experience of DBS and OH compliance
- Relevant professional records management qualification or substantial equivalent experience
- Knowledge of university regulations and professional and statutory body requirements
- Proven ability to translate strategy into implementation plans
- Demonstrable communication skills (both written and oral), with the ability to tailor messages according to the audience and to convey information effectively through negotiation and influencing others
- Demonstrate the ability to think logically in analysing complex information in order to identify key issues and make effective decisions
- Demonstrable interpersonal skills, including ability to develop effective relationships with staff/external stakeholders, and a customer focused approach to service delivery
- Proven track record of planning and developing complex programmes of work in dynamic environments

Desirable

- Experience of managing and leading a team

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

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Leave:

30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

Closing date for receipt of applications: see job advertisement

What Happens Next ?

If you wish to discuss the job in further detail please contact Thami Nomvete, Senior Legal Advisor, T.nomvete@mdx.ac.uk.