



### Job Description

<b>Job Title:</b>	<b>Compliance Officer</b>
<b>Service Area:</b>	Strategy Directorate
<b>Team:</b>	Local London
<b>Post number:</b>	S004978 & S002719
<b>Grade:</b>	LBR10 SCP 30-32 £43,680– £45,750
<b>Contract Type/ Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	Permanent
<b>Base location:</b>	Hybrid Role, Lynton House, 255-259 High Road, Ilford, Essex IG1 1NN
<b>Reports to:</b> <i>Job title</i>	Contract Officer
<b>Responsible for:</b> <i>Job titles of direct reports</i>	No direct reports
<b>Role purpose:</b>	<p>The primary objective of the Compliance Officer role is to support the successful delivery of Local London's employment programmes and ensure full compliance and driving quality. This entails actively supporting the management of robust systems, monitoring processes, and conducting quality assurance measures.</p> <p>The Compliance Officer is responsible for ensuring the fulfilment of all contractual obligations with the assistance of their line manager, consistently driving improvements in both quality and performance.</p>
<b>Key external contacts:</b> <i>Organisations</i>	<ul style="list-style-type: none"> <li>• Local London's 9 local authorities</li> <li>• Local London's programme providers</li> <li>• Sub-regional partnerships</li> <li>• London Councils</li> <li>• Department for Work and Pensions (DWP)</li> <li>• Greater London Authority (GLA)</li> <li>• Voluntary sector and other programme stakeholders</li> </ul>
<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> <li>• Local London Staff - Contract Officers, Compliance Officers, Programme Manager, Head of Programmes, Integration Officers, Integration Co-ordinator</li> <li>• Internal departments such as procurement, communications, I.T, finance, and data security.</li> <li>• Other relevant strategic stakeholders.</li> </ul>

<p><b>Financial dimensions:</b>  <i>Budgetary responsibility &amp; amount.</i>  <i>Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Working with the Contract Officer and Local London colleagues through regular reporting and monitoring programme performance compliance and quality assurance including:- compliance reviews, observations, and sample checks, identifying risks and working with other staff as appropriate to improve financial monitoring systems as necessary.</p>
<p><b>Key areas for decision making:</b></p>	<ul style="list-style-type: none"> <li>• Collaborating with Contract Officers to follow, review, and enhance systems and procedures, ensuring the implementation of effective reporting and monitoring mechanisms throughout the entirety of the relevant Local London Employment Programmes. This includes conducting compliance reviews, observations, and sample checks, as well as managing performance reporting and risk assessment. Improving systems as needed to meet reporting and contractual requirements, the Compliance Officer exercises sound judgment in identifying issues that warrant escalation to the Contract Officer.</li> <li>• Actively attending and positively participating in team meetings and other relevant sessions as necessary.</li> </ul>
<p><b>Other considerations:</b>  <i>E.g. working patterns</i></p>	<ul style="list-style-type: none"> <li>• The working patterns will be nominally Monday to Friday for 36 hours per week.</li> <li>• The post is based in Ilford at the LB Redbridge but the postholder will be required to work flexibly, including working primarily from home and travelling to meetings and events across the Local London area and working remotely as required by the demands of the workload.</li> <li>• To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time.</li> </ul>
<p><b>Key accountabilities and result areas:</b></p>	<p><b>Key elements:</b></p>
<p><b>Operational Support</b></p>	<ul style="list-style-type: none"> <li>• Contributing to the successful delivery of the Local London's employment programme's to meet Local London's strategic aims, supporting the Contract Officers and other staff as relevant in ensuring the appointed provider delivers employability services to contract requirements.</li> <li>• Working with the Contract Officer to continuously improve programme management processes to achieve successful delivery, compliance with all funding requirements, and value for money, engaging with key partners and stakeholders across Local London programmes.</li> <li>• Working with the Contract Officer to ensure accurate reporting and monitoring that meets the requirements Local London's trailblazers, Connect to Work programmes, and any other funding (such as DWP / GLA funds) for the employment programmes and developing or improving systems as necessary to ensure that requirements are met using guidance provided by funders.</li> <li>• Acting as a key point of contact for any quality and compliance related queries from the delivery partners or any other stakeholders.</li> <li>• Working with the Contract Officer and other staff as required on matters connected with strategy, procurement,</li> </ul>

	<p>communications, monitoring, and performance and budget reports for the programme.</p> <ul style="list-style-type: none"> <li>• Collecting and collating key management information and performance data and preparing Management Information reports on a monthly basis, checking claims from the provider and supporting the Contract Officer in the preparation of claims for any funders. Preparing and maintaining a dashboard of KPIs and targets, ensuring that all funding obligations and reporting requirements are met, including all responsibilities in relation to all audits.</li> <li>• Responsible for validating job start and outcome claims and recommending adjustments to contract payments to reflect any un-validated claims, to ensure that contract payments (and other expenditure) are reconciled and supported by relevant documentation.</li> <li>• Working with the Contract Officer with all aspects of contract management processes, implementing systems to support contract management, risk management, forecasting of outputs and verification of results and evidence for claims, reviews and audit of performance of the provider.</li> </ul>
<b>Data management, audit, evaluation and programme closure</b>	<ul style="list-style-type: none"> <li>• Monitoring data requirements and flows to ensure the good running, monitoring and evaluation of the programmes, including regular reporting of provision of management information to ensure performance monitoring.</li> <li>• Working with the Contract Officer to support appropriate audit and evaluation arrangements for the programme, including supporting with the administration of a separate evaluation contract funded by grants.</li> <li>• Implementing appropriate best practice in programme management, including programme closure arrangements when required.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Providing both written and oral internal and external communications on matters associated with the monitoring and administration of Local London's employment programmes.</li> <li>• Ensuring that all communications comply with funders publicity requirements.</li> <li>• Contributing to the strategic development of Local London's employment programmes and any related initiatives, including integration with local services to maximise impact on target groups.</li> <li>• Writing reports and sharing valuable feedback on observations, continuously driving improvements</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Seeking opportunities for contributing to sustainable development of the borough, in accordance with Redbridge Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data</li> </ul>

	<p>Protection Act 2018.– treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles and in accordance with Redbridge Council information governance policies, and any programme funder-specific information governance and security requirements.</p> <ul style="list-style-type: none"> <li>• Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory and external funder requirements.</li> </ul>
<b>Conduct and Whistle blowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with Redbridge Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with Redbridge corporate customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>• Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>• Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>

<b>Flexibility</b>	<b>This will involve:</b> <ul style="list-style-type: none"><li>• The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and competence.</li></ul>
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## Person Specification

<b>Role Title:</b>	<b>Compliance Officer</b>		
	Method of candidate assessment: Application Form (A), Interview/ Test (I) Weighting: 3 = most important, 1 = least important		
<b>Minimum education/ educational ability</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of (i) all aspects of contract management processes, implementing systems to support compliance and quality assurance, contract management, risk management, verification of results and evidence for claims, observations, reviews and audit of performance of providers (ii) successful track record in supporting programme management and delivery of large-scale high value, sub-regional.</li> <li>• Knowledge and understanding of compliance and quality assurance, contract, and budget management of similar programmes to the Work and Health Programme and skills programmes for unemployed and hard to reach groups preferably including experience of managing contracts funded through the European Social Fund and/ the Department of Work and Pensions.</li> <li>• Demonstrable knowledge and understanding of data management, audit, compliance, evaluation, programme mobilisation and programme closure.</li> <li>• Knowledge of issues relating to strategic employment and skills policy and programme development, and how these relate to the sub-regional devolution agenda in Local London</li> <li>• Ability to work effectively on operationalising new initiatives and to help establish and drive forward new structures and processes</li> </ul>	Method	Weight
		A - I	3
		A-I	3

<b>Minimum experience/ knowledge/ skills:</b>	• Experience of working with the employment and skills sector is essential.	A – I	2
	• Experience of working at an employment or skills provider or a local authority is desirable.	A – I	2
	• Experience of developing and delivering a strategic workplan is essential.	A – I	2
	• Experience of successfully delivering a complex programmes is essential.	A – I	3
	• Experience of managing relationships with external stakeholders is essential.	A – I	3
	• Experience of organising and delivering events is desirable (A).	A-I	3
	• Experience of planning and facilitating training is desirable (A).	A	3
	• Experience of producing resources and toolkits is desirable (A).	A	2
	• Experience of supporting service improvement is desirable (A).	A	3
		A	3
<b>Minimum competencies: Customer service</b>	• Excellent interpersonal skills and the ability to deal with a wide range of individuals and audiences.	A - I	3
	• Ability to establish and maintain effective relationships with people from diverse backgrounds.	A – I	3
	• Attention to detail	A – I	3
	• Ability to understand and interpret funding guidance effectively	A-I	3
<b>Communicating and Influencing Others</b>	• Excellent interpersonal, communication and presentation skills relevant to a wide range of stakeholders.	A – I	3
	• Ability to think strategically and prioritise available resources is essential.	A-I	3
	• Exceptional negotiation and stakeholder management skills – with the ability to influence, persuade and work effectively with key partners – are essential.	A-I	3
	• Experience in report writing for a wide range of audiences.	A-I	3
<b>Working together</b>	• Ability to seek out ways to collaborate with or support other internal and external stakeholders.	A – I	3
	• Proven experience in maintaining good working relationships with key officers and bodies that have an interest in and influence over issues such as the Local London member authorities, Jobcentre Plus, the voluntary sector etc.	A-I	3
	• Looks for ways to collaborate with or support others.	A-I	3

<b>Driving Improvement</b>	<ul style="list-style-type: none"> <li>• Experience in driving improvement in a structured way.</li> <li>• Experience in sharing best practise and championing high quality delivery.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Produce plans and timetables for own work. Check progress against plans regularly. Revise plans in the light of changing priorities or resources.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Focuses on own results and service delivery to achieve high standards of performance.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Makes time to keep up to date with other Local London initiatives, initiatives in partner local authorities and within Redbridge.</li> <li>• Ability to work as part of a team to assist in taking the necessary day-to-day decisions to ensure the effective running of the programme and management of risk across the Programmes, and to exercise appropriate business and strategic judgement to establish when issues require escalation.</li> </ul>	A - I	3
<b>Analysis &amp; Judgement</b>	<ul style="list-style-type: none"> <li>• Ability to make accurate, considered judgements and decisions.</li> <li>• Ability to work under pressure and to deadlines and respond flexibly to changing workload requirements</li> </ul>	A - I	3
<b>Information</b>	<ul style="list-style-type: none"> <li>• Ability to construct correspondence, minutes and reports, and to convey key messages and/or actions clearly.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Good practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Demonstrable experience of using systematic and methodical information systems, both electronic and manual, with the ability to collate, manipulate, analyse and present data.</li> </ul>	A - I	3
<b>Special Conditions</b>			
<b>Working Pattern and travel</b>	<ul style="list-style-type: none"> <li>• Requires occasional working out of core working hours to provide support to meetings and events</li> <li>• The role will involve travelling across the Local London region and visits employment and skills providers and other key stakeholders, and to attend training and events.</li> </ul>	A - I	3