

Job Description

Job Title:	QUALITY & COMPLIANCE OFFICER
Contract Type and Employment Period:	Permanent
Salary (FTE):	£24,883 per annum (pro rata)
Hours of Work per week:	Part time, 15 hours Monday to Friday (may on occasions be expected to work unsociable hours to meet the needs of the service)
Accountable to:	Compliance Manager
Responsible for:	N/A
Location:	Office base at Dartford site with the requirement to travel and work across all YMCA TG branches
Key Liaisons:	Executive Team, Department Heads, Regulators, Audit & Risk Committee, Project Groups

1. Organisational Context

We are a charity and have been serving the local community for over 130 years. Whilst our focus is on young people, we work with all members of the community, in the belief that everyone should be able to reach their full potential, regardless of their background. We call this a youth minded community approach. We work across a number of boroughs including Havering, Barking and Dagenham, Dartford, Greenwich and Ashford. We work from the following locations; Romford, Dartford, Greenwich and Ashford.

We provide a wide range of services in the local community; these include supported accommodation, children's, youth and family work and health & wellbeing facilities.

We want all of our staff to thrive. We are committed to work life balance, having fun, and inspiring each other to great things. We believe our leaders should make as real and significant difference to our organisation. We focus on people strengths as a basis for leadership development.

2. Role Summary

The main purpose of the role is to provide high quality support to the Quality & Compliance Team, contributing to our drive for excellence and the effective delivery of Compliance, Quality Assurance and Governance across the organisation.

To provide support with the collation, reporting and analysis of information and monitoring of performance against business plan and strategic objectives. To support with the development of corporate policies and procedures, the delivery of

our audit programme and to achieve agreed Quality Marks for the organisation, obtaining an externally-verified seal of approval, to publicly demonstrate the organisation's commitment to quality assurance and continuous improvement.

To understand the requirements of all relevant legal, constitutional, regulatory and contractual requirements and good practice guidance, to support with managing small projects, measuring compliance, inform YMCATG standards and to provide advice, guidance and support to colleagues.

The post holder will support with the administration for the Board of Trustees and Sub-Committees.

3. Main Duties & Responsibilities

3.1 Corporate Strategy

- To contribute to the delivery of the Business Plan.

3.2 Governance

- To support the Company Secretary and Compliance Manager in ensuring that the Governance Framework is upheld and embedded across the organisation, ensuring meetings are planned for and accurate records kept, including annual calendar of meetings, meeting papers, minutes of meetings, skills audits, etc.
- To support the Company Secretary and Compliance Manager in ensuring appropriate procedures are followed for the recruitment and selection of trustees.
- To take minutes of meetings and committees, ensuring they are accurate and produced in a timely manner.

3.3 Quality & Compliance

- To undertake and lead on management of projects as agreed with the Compliance Manager.
- To develop and monitor procedures to ensure the Association's compliance with statutory returns, legal, constitutional and regulatory requirements.
- To support oversight to funding contracts to monitor the Association's compliance with contractual requirements and highlighting areas of concern as appropriate.
- To maintain monitoring systems, to ensure the effective compliance with H&S Regulations identifying areas of non-compliance, and ensure these are effectively reported and rectified as necessary.
- To support with the development of corporate policies, procedures and process maps that meet best practice guidelines and ensure these are accessible and effectively communicated to staff.
- To support development of and lead on the maintaining of business continuity plans for all YMCATG sites.
- Keep up to date with legal, regulatory and best practice developments in relevant fields and regulatory and reporting requirements relating to YMCATG, including Charity Commission, RSH and Companies House requirements, in conjunction with the Executive lead for respective business areas.
- Support to develop and maintain systems to ensure the effective management of customer feedback, accidents and incidents, data breaches, identifying trends and areas of concern, and ensure these are effectively reported as necessary.

- To contribute to the delivery of YMCATG internal audit plan and planning to achieve agreed Quality Marks.

3.4 Information Management

- To support with the collation, verification and presentation of quarterly data to enable the Executive Team to assess performance against business plan and strategic objectives.
- To monitor processes for health and safety, liaising with key individuals as necessary.
- To support with the ongoing development and dashboard style reporting of Key Performance Information for the Organisation, for Board, Committees and Executive Team.
- Maintain and keep up to date a central record, for customer feedback, incidents and accidents, in line with YMCA policy and Data Protection legislation, monitoring trends and highlighting these to the Compliance Manager.
- Work with internal colleagues, to ensure that lessons are learned and acted upon, to avoid recurrence of incidences, service failures and poor experiences.
- Contribute to the review and development of existing information management systems, implementation plans and policies and contribute to the development of an integrated approach to governance.

3.5 Other

- Represent on behalf of YMCA Thames Gateway to related external organisations including Solicitors, Auditors, Companies House, Charity Commission etc.
- Develop networking and information sharing relationships with other professionals within the YMCA Movement and other organisations.
- Carry out web based and publications research.

4. Personal Development

Agree and review personal development objectives annually with your line manager and undertake agreed professional development.

5. General

- There will be occasions when the post holder may be required to work at any other of the YMCATG sites/offices in line with service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to YMCATG policies and procedures in particular Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection Act.
- All staff have a responsibility to participate in the YMCATG Individual Performance Review Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.
- The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

6. Confidentiality

In the course of your employment you will have access to confidential information relating to YMCATG business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the YMCATG interests. Information which may be included in the category which requires extra consideration covers both access and to the general business of the YMCATG and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

7. Data Protection

YMCATG is registered under the current Data Protection legislation. You must not at any time use the personal data held by YMCATG for a purpose not described in the Data Protection Policy or Privacy Policy, including disclosing such data to a third party. If you are in any doubt regarding what you should or should not do in connection with Data Protection then you must contact your Manager or the Director of Quality & Compliance.

8. Safeguarding

YMCATG is serious about safeguarding. The YMCATG is committed to protecting the welfare of all children, young people and those adults who may be at risk of harm, as they participate in its services and/or activities. There are policies and procedures across our businesses to ensure a focus on the safety of children, young people and those adults who may be at risk of harm. Employees and volunteers throughout YMCATG are responsible for ensuring they are familiar with these and new employees and volunteers are appropriately inducted. Any concerns in relation to Safeguarding should be reported to departmental Safeguarding Leads in the first instance and/ or escalate to the Safeguarding Panel.

9. Equal Opportunities

YMCATG is an Equal Opportunities employer and all employees are required to abide by and promote the policy and code of practice, as well as being aware of and operate within all relevant legislation.

10. Health & Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under YMCATG and departmental Health and Safety policies, and to maintain awareness of safe practices and assessment of risk.

11. Financial Regulations

All staff are responsible for security of the property of the YMCATG, avoiding loss or damage of property, and being economical and efficient in the use of resources.

Staff should conform with the requirements of the standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

12. Job Description Agreement

**Job Holder's
Signature:**

Date

**Manager's
Signature:**

Date

Prepared By:

Name: Karen Knapp

Title: Director of Quality & Compliance

Date: 9 August 2019

Evidence Assessed By - Key

A = Application Form / CV
 I = Interview
 T = Testing / Assessment
 P = Presentation

**Person Specification
 Quality & Compliance Officer**

No.	Criteria	Essential	Desirable	Assessed By
Education / Qualifications				
1	GCSE level qualifications/NVQ Level 3 Business Administration Qualification or equivalent	X		A
2	Evidence of CPD	X		A
3	ECDL		X	A
4	Project Management Qualification		X	A
5	Internal Audit Training		X	A
Experience & Knowledge				
6	Knowledge of administrative procedures, information management systems and information analysis	X		A/I
7	Experience of internal audit	X		A/I
8	Experience of developing systems	X		A/I
9	Previous experience of working in a similar position	X		A
10	Experience of project management, co-ordinating and organising others		X	A/I
11	Knowledge of relevant legislation, e.g. H&S, Data Protection etc.		X	A/I
Skills & Abilities				
12	Excellent communication skills, including ability to share complex information with accuracy and clarity	X		I/T
13	Excellent written skills, with the ability to write policies, procedures, process maps, take minutes, produce comprehensive reports and data/information packs for varied audiences	X		A/I
14	Able to network, negotiate, problem solve and influence others	X		A/I
15	Competent and confident IT user, using a range of software including Microsoft Office/	X		A/T

	Project / Visio			
16	Excellent time management and organisational skills with the ability to re-prioritise	X		A/I
17	Treats confidential information in an appropriate manner	X		A/I
18	Pays high attention to detail and accuracy	X		A/I
19	Effectively working with and leading a team; consulting, listening to ideas and opinions, utilising experience and expertise and willingly learning from others	X		A/I
20	Develops systems and procedures to manage data and information and shares these with others.	X		A/I
21	Ability to Chair meetings.		X	A/I
Personal Qualities				
22	A commitment to the values of the YMCA	X		A/I
23	Flexible and adapts quickly and positively to new situations	X		A/I
24	Motivated, self-reliant, resilient and has drive and determination to succeed	X		A/I
25	Open, honest and trustworthy	X		A/I
26	Commitment to achieving high performance standards	X		A/I
27	Organised and methodical, working to agreed objectives	X		A/I
28	Open to and encourages feedback	X		A/I
29	Ability to travel and work across all YMCA sites as required	X		A/I
30	Ability to work evenings, as required	X		A/I

Please read the additional Core Competencies document, enclosed: The post-holder will be expected to demonstrate the skills, knowledge and behaviours outlined in the YMCA TG Competencies document, at a level appropriate to that at which they are operating.