



## Job Description & Person Specification

<b>Post title:</b> Compliance Officer	<b>Post No:</b>
<b>School or Department:</b> Governance and Legal Services	<b>Date created:</b> February 2021
<b>Grade:</b> £23,500 p/a (Grade E)	<b>Hours per week:</b> 37
<b>Fixed term end date</b> (if applicable): September 2022	
<b>Other requirements of the role:</b>	
<b>Immediate line manager:</b> Head of Risk Management and Business Continuity	
<b>Title &amp; Grade of posts line managed by postholder:</b>	

### Job purpose:

Responsible for co-ordinating and supporting the effective delivery of compliance and regulatory approaches across the University. This includes, but is not limited to, OfS compliance, risk management, incident management and business continuity. Typically supporting the development and implementation of compliance and regulatory outcomes to promote best practice and meet specific University needs, working within the team and with key stakeholders.

**Principal duties and responsibilities:** The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

### Principal Duties

Co-ordinate and support delivery of departmental objectives, including but not limited to: risk management, business continuity and other statutory requirements, to ensure compliance and regulation is strategically aligned and moves seamlessly into operation:

- Leading the development of a technical solution to record, assess and report risks across all areas of the University.
- Working with school and departmental risk and business continuity leads to ensure plans are up to date, relevant and stored securely.
- Maintaining a SharePoint site for the management of risk management, business continuity and regulatory documents, focussing on file structure, accessibility and usability.
- Supporting the approach to compliance and regulatory matters, providing guidance on OfS and other compliance requirements.
- Maintaining central oversight record to demonstrate compliance with University and statutory authorities.
- Reviewing risk documentation to identify common operational themes and summarise findings accurately and concisely, with good attention to detail.
- Undertaking research related to risk, compliance and regulatory matters to ensure that the Department is able to provide high-quality advice/guidance for University colleagues.
- Monitoring reporting cycles and deliverables to ensure they are on schedule, taking corrective action as necessary. Develop and maintain up-to-date records and plans.

- Develop and maintain a detailed knowledge of current working practices and developments as well as keeping up to date with new external approaches and methodologies.

Representing the function to the wider University and NTU externally on matters relating to the role:

- Establishes confidence and respect for the function, arising project work and personally for the Graduate.
- Acts as a positive ambassador and advocate of the Graduate Development Programme.
- Undertakes additional required work, tasks, projects and development opportunities alongside the Graduate role in conjunction with other Graduates participating in the Development Programme.

**N.B.** The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

## Personal Attributes

Attributes	Essential	Desirable
<b>Knowledge</b>	Able to demonstrate a good working knowledge of Microsoft Office (including Office 365) products and other digital tools	Familiarity with project management process and methodologies
<b>Skills</b>	<p>Excellent communication skills (both verbal and written) at all levels and the ability to develop relationships quickly</p> <p>Meeting customer expectations through excellent customer focus and a solution driven approach</p> <p>Strong organisational skills with attention to detail</p> <p>Ability to influence others through negotiation</p> <p>Ability to prioritise workload, exercise judgment, and meet set deadlines</p> <p>Ability to network effectively and work collaboratively with other staff within the department and University-wide</p> <p>Analytical and decision-making skills with a clear and logical approach to work</p> <p>Ability to explain and summarise complex and technical information in clear and understandable terms</p>	<p>Ability to work proactively without supervision, exercising judgement and initiative as necessary</p> <p>Ability to lead or facilitate workshops</p>
<b>Experience</b>	<p>Working independently and within a team and using a solutions-driven approach to dealing with unforeseen issues in ever changing circumstances</p> <p>Experience of planning for and supporting events including meetings and workshops</p> <p>Exposure to preparing, analysing and presenting information in the form of updates or options for discussion</p> <p>Experience of managing a diverse workload</p> <p>Delivery of individual projects, working with a range of stakeholders</p>	Communicating with professional and managerial staff
<b>Qualifications</b>	NTU Graduate degree of 2:1 or above within the last two years	Knowledge, experience or qualification related to risk management, business continuity or regulatory compliance.

## Competencies

Essential Competencies	Desirable Competencies
<p><b>Team Working (Level 2)</b> Leads aspects of team work, seeking and implementing improvements to the team's outputs/service and developing colleagues within the team. Challenges colleagues.</p> <p><b>Customer Focus (Level 2)</b> Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.</p> <p><b>Communicating and influencing (Level 2)</b> Communicates information effectively to a wide range of diverse stakeholders, influencing events.</p> <p><b>Making informed decisions (Level 2)</b> Uses analysis, reports and data to test the validity of options and assess the risk before taking decisions. Ensures optimum decisions are taken.</p> <p><b>Organisation and Delivery (Level 2)</b> Plans time taking account of organisational priorities and other colleagues' work roles to achieve results.</p>	<p><b>Adaptability (Level 1)</b> Willingly takes on new tasks/adopts new approaches as required as appropriate to job role. Participates in appraisal process and takes responsibility for keeping professional skills and knowledge up to date.</p> <p><b>Creativity and innovation (Level 1)</b> Seeks out, reviews and integrates new ways of working into role.</p>

[N.B All competencies should be drawn from the NTU Competency Framework which can be found [here](#)]

**Job Description and Person Specification created by (post title): Kevin Thompson**

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