

Job Title: Compliance, Risk, Audit, and Safety Officer

Service: Compliance, Risk and Audit

Reports to: Head of Compliance, Risk, and Audit

Direct Reports: N/A

About The Role

The Compliance, Risk and Audit Team have an overall responsibility of keeping participants, residents, and staff safe. The team manages the development, monitoring, and reporting of several areas including but not limited to accidents, incidents, and near misses (AINMs), safety reviews, safeguarding, whistleblowing, complaints, policy and procedure, health and safety, internal audit, business continuity planning and data protection.

The Compliance, Risk and Audit Officer is key in driving professional and effective compliance, risk, audit and safety standards, policies, processes, and systems that can manage for all stakeholders which support in developing a safe and inclusive environment which is psychologically informed. We aim to ensure we develop the best resources entrusted to us for the benefit of our residents and participants. The post holder will be responsible for delivering support in data protection, health and safety management, and embedding frameworks across the organisation which are in line with regulatory and legislative change.

About the Post Holder

The post holder will have a keen interest in continuous improvement of services and the development of a positive safety culture, they will be process driven with an objective, transparent, and open approach to projects and will lead by example. The post holder will have some previous experience in a similar role/organisation, confident in training and leading workshops with small groups and bringing in expertise where necessary.

They will be a self-starter, able to form effective purposeful relationships within the organisation and with other partners and agencies, as well as communicate effectively with colleagues at all levels, in a friendly and approachable manner. They will have high attention to detail, and be comfortable with carrying out administrative duties, and using various software.

Key Responsibilities

- Review reported AINMs and Safeguarding Alerts across the organisation and work collaboratively with Managers and other teams to implement effective remedial actions, supporting where necessary to reflect on root causes for future mitigation.
- Support the service teams and conduct visits for various purposes which include but are not limited to safety reviews, training, and provide practical, informed guidance during these engagements.
- Manage data and analyse trends, creating high quality reports, which are clear and readable. Share reports with relevant persons/teams with diplomacy and in the spirit of a positive safety culture and be able to present them as such in meetings.
- Provide reports and data, and chair review meetings for maximum impact to support in achieving a positive and safe culture and environment across the organisation. Ensure the lessons learned are shared and feedback loops are closed effectively.
- Facilitate and support organisational complaints processes to ensure adherence to policy, timescale, and best practice.
- Investigate and lead on whistleblowing concerns and assist the audit and compliance team, champions, Managers, P&C and other relevant teams in acting appropriately on concerns raised and protecting the whistleblower.
- Promote a positive whistleblowing culture throughout the organisation.
- Facilitate, undertake, and follow up with Managers on scheduled compliance audits across SIG.
- Be aware of and support team activities with working spaces and offices, health and safety, and system management.

GENERAL STANDARDS AND COMPLIANCE

- Understand and embed an effective Safeguarding, Data Protection, and Information Security infrastructure and support Managers and teams where necessary.
- Oversee and facilitate document control, policy, procedure, and guidance publications processes.
- Ensure any changes in policy, process, practice, and legislation are communicated effectively in a timely manner throughout the organisation.
- Develop internal skills, and knowledge by delivering workshops and training programmes, in both smaller and larger groups.
- Contribute to the organisation's approach to health and safety by supporting incident investigations and ensuring remedial actions reflect learning and best practice.
- Work with the wider team to ensure consistency in safety reporting and compliance across services.
- Maintain a general awareness of evolving health and safety legislation and standards. Share relevant updates with colleagues to support ongoing compliance.

ADDITIONAL RESPONSIBILITIES

- Proactively embed a culture of learning, development, reflection, evaluation, and continuous

improvement.

- Build and maintain effective relationships across the organisation, ensure consistent communication, with adherence to policies and processes.
- Work collaboratively with the wider team and support with various activities and developments.
- Handle administrative duties as required, system management, and other administrative ad hoc tasks, ensuring compliance and confidentiality.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

| Qualification and Experience: | Rating |
|--|-----------|
| Previous experience in complaints and incident handling, safeguarding, data protection, and audits | Essential |
| Previous experience in governance systems and structures which could include auditing, risk management, investigations, and report writing | Essential |
| Previous experience in managing quality standards | Essential |
| Working knowledge of health and safety processes and procedures | Essential |
| Background in health, social care, criminal justice, and/or supported housing systems | Essential |
| Proven experience in a similar role, managing health and safety within a similar capacity | Desirable |
| Skills and Abilities | |
| IT Proficiency, ability to learn new software programs, and ability to confidently use and utilise Microsoft programs | Essential |
| Ability to write reports in a clear, readable format | Essential |
| Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment and meet deadlines | Essential |
| Awareness and understanding of the impact of stigma and marginalisation on people who have multiple complex needs | Essential |
| Working knowledge and experience of up-to-date legislation in health and safety in care and support settings, and ability to continuously monitor | Essential |
| Adequate understanding of the importance and mechanics of document control and writing policy and procedure | Desirable |
| Knowledge of the ISO9001 QMS System | Desirable |
| Ability to deliver training and workshops to small and large groups | Desirable |
| Personal Characteristics | |
| Excellent communication skills, both written and oral, including relationship building | Essential |
| Ability to lead by example and share the values in which we uphold at SIG | Essential |
| Commitment to providing equity, diversity and inclusion in all practices and duties carried out | Essential |
| Proactive nature, with the ability to make balanced decisions and use initiative to provide logical solutions, taking ownership and accountability | Essential |
| Attention to detail and quality, with organisational skills | Essential |
| Cultural awareness, self-awareness, and ability to identify personal growth areas and take feedback | Essential |
| Sensitivity and empathy to others, and understanding and genuine care for what we do at Social Interest Group | Essential |
| Creativity and ability to bring new ideas to the team and organisation | Desirable |