

Northumberland County Council
JOB DESCRIPTION

Post Title:	Compliance Officer	Director/Service/Sector:	Place, Business Support	Office Use
Band:	6	Workplace:	County Hall or Area Based	JE ref: 2857
Responsible to:	Business and Customer Support Team Leader	Date: 17 September 2018	Manager Level: N/A	HRMS ref:
Job Purpose: Lead in the implementation, maintenance and review of service specific practices and procedures to assure legislative and statutory compliance, to support Place Group functions including quality assurance and fleet compliance.				
Resources	Staff	None		
	Financial	Some responsibility for allocated service budgets, monitoring expenditure/income, raising orders or processing invoices in a particular area of work.		
	Physical	Shared responsibility for the physical resources used by a team including vehicles, tools and equipment. Capture, input and maintain key corporate information systems. Careful use of allocated tools and equipment including a PC. Providing assurance of fleet compliance across operating centres and a large number of vehicles and plant.		
	Clients	Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Assist with the development of policies, procedures and services.. Supports the management teams across the Group to monitor and provide assurance of legislative and statutory compliance.		
Duties and key result areas:				
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15. To collate and control enforcement body requests and pending prosecution requests and ensure required documents are completed and returned, logging and securing details.
16. Coordinate and maintain Zurich Examination Reports, produce action plans as appropriate and monitor to completion.
17. Monitor and measure the effectiveness of contracts and suppliers, in liaison with procurement through the evaluation of tenders and conduct 2nd party audits if required
18. Maintain ongoing liaison with appropriate external bodies.
19. Identify training opportunities and provide training and awareness on compliance issues.
20. Support managers and supervisors to prepare and maintain operational and service task specific based risk assessments and undertake routine spot checks to ensure that staff understand and follow healthy and safe working practices.
21. Assist in the development of systems and processes to ensure compliance with (Health and Safety at work) specifically, PUWER (Provision and Use of Work Equipment Regulation), LOLER (Lifting Operations and Lifting Equipment Regulations), Pressure systems safety regulations, PAT (Portable Appliance Testing), Abrasive wheels regulations, Environmental Legislation and any legislative areas relating to Fleet Transport operations.
22. Maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
23. Produce management reports and information based upon operational or research data to inform and assist the business planning process.
24. Process payments, order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations.
25. Monitor relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.
26. Provide training and awareness on compliance issues through training and awareness programmes
27. Other duties as appropriate to the nature, level and grade of the post.

Work Arrangements

Transport requirements:
Working patterns:
Working conditions:

Travel to work sites, area offices or training venues throughout the County on a routine basis and further a field on occasion.
Working arrangements will vary from service to service. Flexi-hours apply. Regular requirement to work outdoors conducting site visits, spot checks which often include exposure to disagreeable, unpleasant or hazardous conditions.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Compliance Officer	Director/Service/Sector: Place, Business Support	Ref: 2857
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>A good standard of general education demonstrating numeracy and literacy.</p> <p>Knowledge of quality management systems including ISO 9001:2015</p> <p>An understanding of the key health and safety issues relating to the service.</p> <p>An awareness of current laws, regulations, policies, procedures, and developments relevant to the service.</p> <p>Knowledge of the main operational, procedural and practical issues relating to Place Group services.</p> <p>Internal auditor qualification.</p> <p>Knowledge of business process improvement techniques.</p> <p>Evidence of ongoing personal development.</p> <p>Full driving licence</p>	<p>Good understanding of public sector services</p> <p>Understanding of project management tools and techniques</p> <p>Knowledge and full understanding of Operator Licence legislation.</p> <p>Nebosh Qualification.</p> <p>Training qualification</p>	
Experience		
<p>Experience in applying a range of relevant auditor methods, tools and techniques.</p> <p>Experience in working collaboratively with service users.</p> <p>Experience in engaging effectively with others and building productive partnerships.</p> <p>Experience of delivering excellent customer service.</p> <p>Experience in using Microsoft Office, Google and Oracle applications.</p>	<p>Experience of public sector service delivery</p> <p>Experience of working in a quality management / business improvement environment with working knowledge of ISO 9001:2015 BS EN 12899:2007 and BS EN 17025:2017</p> <p>Experience in delivering training</p>	
Skills and competencies		
<p>Effective IT skills and able to use ITC to achieve work objectives.</p> <p>Ability to prepare concise and accurate risk assessments.</p> <p>Prepares written, verbal and other media that are rational, convincing and coherent.</p> <p>Effectively expresses own views using appropriate means depending upon the audience.</p> <p>Able to advise and suggest improvement methods (through research and experience) in an operational environment to drive the service forward.</p> <p>Proactive and achievement orientated.</p> <p>Numerate and able to prepare business related statistics.</p> <p>Applies a methodical approach to problem solving.</p> <p>Negotiation skills and able to persuade others to an alternative point of view.</p> <p>Remains calm and logical in stressful and difficult situations.</p> <p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Models and encourages high standards of honesty, integrity, openness, and respect for others.</p> <p>Helps create a positive work culture in which diverse, individual contributions and perspectives are valued.</p>	<p>Skilled in the use of Microsoft Office.</p> <p>Positive and flexible attitude to work – particularly new initiatives</p>	

Able to apply own initiative to overcome day-to-day operational problems.		
Physical, mental and emotional demands		
<p>Normally works from a seated position but with regular need to walk, bend or carry items.</p> <p>Ability to work outdoors in all kinds of weather conducting assessments and audits.</p> <p>Need to maintain general awareness with ongoing periods of enhanced concentration.</p> <p>Extensive contact with public/clients in dispute with the County Council.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits