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| Job Title: Compliance and Quality Officer **Job Description and Personal Specification** | |
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| **Job title:** | Compliance and Quality Officer |
| **Place of work:** | Home based |
| **Hours of work:** | 37 hours per week |
| **Salary/Grade:** | Grade D |
| **Reports to:** | Operations Manager |
| **Level of screening:** | Enhanced |
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| Who we are | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

The Catch22 Employability division provides skills and employability provision on a range of programmes, both public and corporate funded. We pride ourselves on supporting the most disadvantaged in society to improve their prospects resulting in improved social mobility and sustainable positive change.

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| Where you fit in |
| Working within our Employability Team, the Compliance and Quality Officer sits within the shared services team within this Directorate.  The Compliance and Quality Officer will support the Data, Impact and Compliance Manager and staff in ensuring that the Employability Division is fully compliant across all of our contracts and meeting all quality and contractual requirements.. | |
| Main Duties & Accountabilities |

* Supporting the operations managers to ensure compliance and auditing of staff by completing monthly PAAs and supporting the preparation and completion of Brilliant Basics audits
* Leading on preparing files for internal and external audits and to ensure that all data is recorded, dashboards are completed and reports are provide to Catch22 and Commissioners in line with agreed schedules.
* Leading on audit corrections and actions set out by the Data, Impact and Compliance Manager
* Be responsible for compliance against the reporting calendar for the year, ensuring that services are clear on expectations and able to report with ease and on time
* Producing and develop reports on a planned basis and further interim reports as required across all contracts
* Analyse data to identify and report on themes and trends for the hub to support service delivery and development.
* To take responsibility for relevant databases and produce reports for the Assistant Director, and ensure validation of data.
* Following processes to ensure all paperwork and performance is tracked and submitted efficiently and accurately. Supporting staff with loading all contractual paperwork onto in house data system when necessary.
* Perform, organise, and streamline operational tasks, systems and processes to reduce the potential for errors.

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| What does good look like for this role? |

* To ensure all data uploads for performance and compliance are completed in line with managers expectations and deadlines
* To ensure quality and compliance of contractual paperwork and digital records across all employability contracts are in line with the Commissioners expectations

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| **Organisational relationships** |

* Working to support the operations teams to ensure all quality and compliance tasks are completed in a timely manner to the highest standard.

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| Compliance and Quality Officer: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | GCSE’s (or equivalent) in English and Maths |  | Application |
| **KNOWLEDGE** | A sound knowledge of using Microsoft software, particularly Word, Excel at a basic to intermediate level.  Knowledge of financial systems and procedures  Knowledge and understanding of compliance and data security processes on ESF/DWP employability contracts |  | Application/Interview |
| **EXPERIENCE** | Experience of working in a team, coordinating and implementing plans  Experience of petty cash reconciliation  Experience of working in the employability/welfare to work sector  Experience in quality and compliance processes/procedures to see an impact in performance measures |  | Application/Interview |
| **SKILLS & ABILITIES** | Ability to set and work to agreed targets and work schedules.  Good verbal and written communication skills.  Cash handling and basic arithmetic skills.  Ability to organise one’s own tasks with minimum supervision.  Ability to type quickly and accurately  Ability to input information quickly and accurately  Good attention to detail |  | Application/interview |
| **OTHER** | Share Catch22 values  Awareness of and commitment to Equality & Diversity  Willing to travel and work flexibly  Desire to develop and undertake training as required  Able to work flexibly to meet the needs of the service including some evening and weekend working. |  | Application/interview |