

JOB DESCRIPTION

TITLE: Compliance Officer
REPORTING TO: Operations Manager

JOB PURPOSE

Compliance Officers will support the sales and operations department in achieving their goals and targets. This will be achieved by ensuring that all workers are consistently managed through our documented compliance processes and policies, ensuring compliance with industry regulation.

SKILLS REQUIRED

Organisation, Analytical Skills, Excellent Oral and Written Communication, Prioritising Skills, Diligence, Motivation, Personable Nature, Attentiveness, Administration Skills, Initiative, Legal Knowledge, Able to keep current with latest guidance and legislation.

ACCOUNTABILITIES

Generate Sales:

- Co-ordinating the compliance team in assisting the sales department with having “work ready candidates”
- Ensure that all candidate records are consistently maintained.
- All paperwork relating to a candidate is accurately filed and managed with compliance to Data Protection.
- Any new registration packs sent to BCL have been correctly and properly administered, with new file being created on the same day of the file arriving.
- Ensure a good and consistent telephone manner at all times.

Customer Service:

- Ensure that all temporary workers queries and questions are answered correctly and efficiently.
- New registration packs sent out on the same day of an enquiry.
- Oversee the stationary and stock supply to carry out its function

Profitability:

- Ensure that all files, where possible, are complete and that database has been updated accordingly.
- Ensure that the stationary budget is controlled and competitive prices are obtained before purchase.

Make Things happen:

- Complete own research into new legislative requirements; liaise with operations to ensure a smooth implementation process
- Own initiative used while completing tasks.

Communication:

- Communicate positively and effectively with your line manager and other departments.
- Regular and punctual attendance at all staff meetings, while completing the meetings minutes. The minutes should be communicated to the team on completion.

Policy and Procedure:

- All policies and procedures are correctly interpreted and followed.
- Compliance with Health and Safety policies and procedures.
- Comply with Quality Management System
- Participate in company audit structure – complete MR1 to MR3 audits as instructed by the Operations Manager