

JOB DESCRIPTION

<u>Job Title</u>	Compliance and Investigation Manager
<u>Reports to</u>	Group Manager Compliance & Investigations
<u>Reporting staff</u>	Compliance and Investigation Officers x 1.5 2 x Zero Hours Investigators

Job Purpose

To work with the HR Professional Standards Manager to ensure investigations requests are allocated and associated data requirements are identified and collated.

To carry out an IQA role of the end-to-end discipline and complaints processes making recommendations to support Service continuous improvement.

To support the HR Professional Standards team with providing trained staff to undertake investigations considering skills, availability, and ensure reports are returned within the agreed timeframes.

Generic Responsibilities/Job Family

Specialist

To provide expert knowledge, advice, and support to others within the Service OR to external parties regarding the Service and to ensure the provision of Specialist services in line with Service needs.

To establish, implement and maintain effective procedures and administrative systems including day to day financial administration and contributing to administrative planning for the function.

To represent the department/function at meetings and act as Service representative for initiatives as required

To undertake project tasks or more specialised administrative work relating to the specific function or department

To manage the collection, maintenance and integrity of data within Service systems and ensure the timely and accurate provision of information.

<u>Specific Responsibilities</u>	
1	To support the HR Professional Standards Manager in delivering the Service's Discipline procedure, providing objective, pragmatic expertise, ensuring all cases and people related complaints are dealt with comprehensively and fairly.
2	To implement and monitor compliance with reporting schedules to provide assurance to the Senior Leadership Team.
3	Provide a quality assurance process to complaints and discipline investigations to ensure an impartial and consistent approach across the service.
4	Responsible for creating and using a problem-solving approach to ensure compliance to the associated policy and procedures.
5	Support the department with the introduction of compliance procedures and ensure they remain appropriate, relevant and effective by attending the Monthly Duty Manager, Group Manager meeting.
6	As directed by the Senior Leadership Team, compile audits to support assurance and compliance of organisational practices and policies including providing findings to SLT as required.
7	Provide coaching to the teams and signpost opportunities for development to enhance their ability to work at the next level or undertake more complex investigation.
8	In consultation with the relevant stakeholders (e.g. Health and Safety, Professional Standards) design, implement and support delivery compliance training programs with a focus on compliance of associated laws and procedures.
9.	Ensure that information governance procedures are complied with in accordance with GDPR, and that accurate records are maintained of key activity for audit purposes, and confidentiality is upheld.
10.	To represent the department/function at meetings and act as Service representative for initiatives as required including attendance at the Culture Committee.