



Mid Mercia

Job Title:	Compliance Officer
Responsible to:	Head of Compliance & Central Support
Salary:	£27,000- £31,000 per annum (dependent upon experience)
Job location:	Hybrid working – based at one of our office locations (Church Gresley or Derby) and work from home
Work Pattern:	Monday to Friday – 37.5 hours (Full time)

Role purpose:

The Compliance Officer plays a crucial role in ensuring the organisation operates in full accordance with all relevant UK laws, regulations, and sector best practices.

The role protects the charity's reputation and public trust by implementing, maintaining, and improving compliance systems covering statutory obligations, safeguarding, GDPR and data protection, complaints handling, and website & social media content compliance. Working closely with senior managers, the postholder fosters a culture of accountability, transparency, and ethical conduct – enabling CAMM to deliver its mission with integrity and legal compliance. The post holder is responsible for managing the compliance and complaints mailboxes and is the main point of contact for all compliance queries.

Main Duties and Responsibilities:

Compliance/GDPR Administration

- Facilitate the timely signing of funding contracts and other legal agreements/documents using electronic signature software, proactively ensuring that documents are received by the appropriate parties and signed copies are saved to file
- Assist in the identification and procurement of software that meets GDPR requirements
- Draft, review and manage Data Sharing Agreements (DSAs) with third parties and partners to ensure that all data transfers comply with UK GDPR and organisational policies
- Lead on and drive completion of Data Protection Impact Assessments (DPIAs) to identify and mitigate privacy risks related to new or changed data processing activities or new services
- Maintain oversight of GDPR compliance documentation and records to demonstrate accountability
- Support ongoing monitoring and updating of GDPR policies/procedures, ensuring they

- reflect current regulations and best practice
- Manage and coordinate operational components of security incident management including response and reporting
- Ensure the organisation complies with data breach and subject access request procedures, liaising with all relevant parties including clients
- Manage and maintain the Information Asset Register, working with our services to identify information assets, evaluate risks, determine appropriate security measures and audit information provided

Complaints Handling:

- Review and maintain a robust complaint handling process in line with regulatory requirements and best practices, ensuring that this falls in line with National Citizens Advice and funder requirements
- Oversee the timely and effective resolution of complaints, proactively liaising with internal teams and clients to investigate complaints, ensuring deadlines for responses are met
- Provide regular reports on complaints metrics and provide insights to management
- Identify and recommend improvements based on complaints analysis to improve processes, as appropriate

Policy & Procedure Management

- Draft, review, and update policies and procedures, as required
- Monitor changes in regulation, ensuring internal policies align with UK charity and data protection law and alignment with national Citizens Advice
- Assist with provision of due diligence information to funders and other stakeholders, as required
- Liaise with service delivery partners to obtain due diligence information, as appropriate

Website & Social Media Content Management:

- Oversee and manage content on our websites to ensure compliance with legal, ethical and brand guidelines
- Oversee the development of social media policies that align with compliance requirements
- Super user responsibility for social media channels
- Monitor social media channels for compliance with internal guidelines and external regulations and collaborate with service teams to ensure that promotional content adheres to compliance standards
- Conduct regular audits of website and social media content for compliance risks

Training

- Liaise with operational leads to ensure annual mandatory training is completed
- Develop materials to enhance and promote data privacy / cyber security awareness, liaising with third-party IT provider

General Compliance Duties:

- Ensure safeguarding, data breach and complaints registers are kept up to date and proactively liaise with operational leads for follow up information, as appropriate
- Monitor and assess operational processes for compliance risks
- Conduct internal compliance reviews
- Prepare compliance reports for Head of Compliance & Central Support, highlighting potential risks and suggested mitigation

Other duties and responsibilities

- Present on behalf of the Head of Compliance & Central Support on compliance-related matters, when required
- Attend operational and other management meetings to present reports or disseminate important information
- Greet clients and other visitors to the premises
- Abide by safeguarding, H&S and GDPR guidelines
- Undertake any other relevant duties that may be reasonably requested by the Head of Compliance & Central Support to ensure the smooth running of the department
- Approach tasks with enthusiasm, drive and a can-do attitude
- Flexible approach to working hours as required by the needs of the business

CORE VALUES

All members of the organisation will commit to:

- **Communicate:** We will be consistent, positive, passionate and listen.
- **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- **Effective:** We will deliver quality, focus on detail and be professional.

Person Specification		Essential	Desirable
1.	Specialist experience within a compliance role, with GDPR expertise	x	
2.	Good understanding of regulatory requirements and data privacy principles	x	
3.	Proven strong knowledge of Microsoft Office 365 applications	x	
4.	Experience of complaint handling	x	
5.	Excellent analytical and problem-solving skills	x	
6.	Outstanding written and verbal communication abilities	x	
7.	Excellent organisational and document management skills	x	
8.	High level of accuracy and thoroughness with excellent attention to detail and a systematic approach to managing tasks	x	
9.	Demonstrable experience in following and improving processes	x	
10.	Demonstrable ability to work under pressure, to deadlines, in a fast-paced environment	x	
11.	Experience of complaint handling	x	
12.	Full clean driving licence and use of own vehicle	x	
13.	Proficiency in website/social media platform management		x
14.	Experience of implementing an information management system		x
15.	Experience of conducting internal audits		x
16.	Bachelor's degree in Business or related field or a professional data protection qualification		x