Compliance Assistant

## Job details

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| Job title: | Compliance Assistant  |
| Department: | Governance |
| Location: | Remote |
| Reporting to: (job title only) | Quality, Compliance & Data Protection Manager |
| Direct reports: (job title only) | None |
| Accountable to: (where applicable) | Head of Governance |
| Responsible to:(where applicable) |  |
| Job purpose: | To provide support to the Governance Team with regards to the following activities across VHG.Monitoring and reporting compliance with quality protocols and procedures including but not exclusive to: * + Document control including management of the register and supporting folders
	+ Audits
	+ Complaints process logging and administration
	+ Incidents process logging and administration
	+ Records archiving
	+ Subject access request logging and administration
	+ Meeting minutes taking
	+ Administration support across the governance team
	+ CSAT / feedback data collation
	+ Compilation of reports
	+ Other ad hoc compliance duties
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| Role and Responsibilities: | **Document control*** Record policy and procedure documents onto the document control register, referencing, uploading to the intranet, archiving old versions.
* Sending reminders to document owners when they are due for annual review

**Complaints, incidents and subject access requests*** Process and monitor central complaints and incidents. Sending them on to the relevant investigators and keeping the governance team informed.
* Processing and monitoring SARs and sending out to requesters within relevant time frames

**Minute taking*** Attend meetings where requested to take minutes and have these written up and provided to the meeting chair within one week.

**Audit*** Assist the governance team with audits.
* Provide administration support with audit programmes and record-keeping
* Carrying out internal ISO audits and other relevant audits

**Governance Support*** Support your line manager and wider Governance Team with administration duties
* Any other reasonable request

**Record Keeping and archiving*** Maintaining records and documents in line with ISO and Data Protection guidelines and legislation
* Ensuring archiving is carried out in line with retention policies

**CSAT / feedback data collation*** Running monthly reports and collation of data to provide CSAT and feedback reports to all areas of the business

**Compilation of reports*** Gathering of data in order to compile statistical reports to ensure compliance

**Other**Occasional travel to central offices as agreed with line manager**Equality Diversity & Inclusion (EDI)**We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice.
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| Clinical Governance:(where applicable) | As a healthcare organisation of both mental and physical health, the data that VHG control and process captures healthcare specific data including medical records. |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | GCSEs or equivalent |  |
| **Experience** | Use of Microsoft and other e-systems including excel spreadsheets | Experience in a compliance role.Use of software such as Power Bi and case management systems |
| **Skills/knowledge** | High level of administration including accuracy and attention to detailUnderstand the importance of meeting deadlines |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | Ability to work as part of a remote based team |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 10/11/2021 | Code: |   |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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