**Job Description**

**NHS Professionals Ltd**

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| **Job Title** | **Compliance Assurance Co-Ordinator** |
| **Grade** | Level 1 |
| **Location** | Home based/Hemel Hempstead/Leeds |

**About NHSP**

NHS Professionals (NHSP) is the market leader in managed flexible worker services. We work in partnership with NHS Trusts to reduce their reliance on expensive agencies by helping them build their own staff banks. Our business was founded on nursing and midwifery, but now we specialise in much more. We have a large community of healthcare professionals on our bank, comprising of more than 140,000 general and specialist nurses, doctors, midwives, non-clinical and allied healthcare professionals – all available for our partner Trusts. Behind the scenes, our specialist teams are pivotal to our success. Which is why we believe it is important for all employees to have their own Compelling Employee Journey, enabling them to grow both personally and professionally. Our mission is to ‘Empower, Engage and Excel’, our employees so they are at the heart of that mission.

**Role**

As part of the Compliance Assurance team, you will work together with management to ensure the continuing development and promotion of proactive strategic effectiveness, compliance assurance and quality improvement culture and best practice within the organisation.

The Compliance Assurance team are in place provide assurances to our clients, bank members and other key stakeholders that there is a systematic programme in place to deal with the identification and management of risk, which is assessed accordingly with the appropriate action taken to manage risk, and any associated potential harm.

As Compliance Assurance Co-ordinator, you will be responsible for the review of audits in line with NHSP’s contractual obligations, ensuring compliance with the relevant governing framework and legislation.

To ensure our processes, legislation requirements and service standards are met, our Compliance Assurance team carry out internal compliance audits across all recruitment, in life updates and process amendments.

The focus is on delivering efficiencies through recognising trends and analysing data to identify, monitor and review risks. Providing insight and recommendations to our internal teams where improvements are required, working across our operational teams to ensure good governance and business conduct compliance.

The priority of this role is to ensure our operational teams are fully compliant with our internal and legislative policies and processes when onboarding bank members from the initial recruitment stage as well as adhering to in life management processes and delivering customer service excellence at all times, ensuring the customers (applicants/bank members) are at the heart of every decision, striving for first contact resolution for all interactions and quickly identifying and escalating any issues which could impact the smooth delivery of our services.

The success of this role will result in the mitigation of serious incidents relating to the deployment of bank members and positive feedback from our bank members as well as an efficient compliant workforce.

The job holder will carry out any other duties as may reasonably be required by their line manager.

**Organisational Structure**

Director of Recruitment and Operational Support

Compliance Assurance Lead

Compliance Assurance Team Manager

Compliance Assurance Co-Ordinator

**Responsibilities**

* Carry out efficient and balanced assessments on the completion of our internal processes relating to agency and bank member onboarding, vetting and in life management of relevant compliance requirements.
* Work in partnership with your team to achieve business objectives, KPI’s and SLA’s focusing on providing a compliant workforce to all existing and new clients.
* Identify and review current processes, proposing changes and making recommendations for service improvement.
* Develop, implement, and maintain internal compliance assurance policies and procedures in accordance with internal best practices.
* Identify and assess areas of significant business risk, carrying out the necessary checks and balances, following the correct escalation process.
* Manage and report compliance breaches and exposures, conducting ad hoc investigations into identified or reported risks.
* Answer questions regarding regulations to assist other members of the organisation with their understanding.
* Ensure complete, accurate, and timely compliance assurance information is reported to Management and/or relevant Committees.
* Daily correspondence with internal colleagues in relation to audit outcomes and corrective actions.
* Use all available tools, training, and support to excel and promote an environment of trust and inclusiveness for ongoing best practice and continuous improvement.
* Build a network of professional partnerships by seeking out and strengthening relationships both internally and externally.
* Manage your own time and workload effectively, ensuring demands and objectives are prioritised and delivered.
* Ensure compliance with the requirements of the Data Protection Act (1998) and ensure sensitive personal data is processed in accordance with the General Data Protection Regulations (GDPR)
* Keep abreast of regulatory and industry developments within the Healthcare Sector, as well as evolving best practices in compliance controls that affect the way that NHSP services are developed and delivered, accounting for threats and opportunities.
* Support the requirements and execution of external audits relating to agency and bank member onboarding and vetting, liaising with key areas of the business as required.
* Recognise when processes and/or outcomes are negatively impacting the customer, working collaboratively across operational areas to address deficiencies by identifying solutions.
* Support and represent the Compliance Assurance team and management across a wide range of internal and external meetings, committees and working groups.

**Skills / experience required**

* Ability to work under pressure and balance multiple responsibilities on daily basis, including operational responsibilities, providing exceptional customer service, and coordinating with other departments.
* Good communication skills, both written and oral.
* Strong analytical skills, detail orientated and well-organised.
* Strong database administration skills, with a good working knowledge of Microsoft Packages such as Excel, Word, and Outlook.
* Knowledge of compliance issues and regulatory environment or demonstrate the willingness to learn.
* Research and reporting skills.
* Ability to foster strong relationships with internal and external stakeholders.
* Strong decision-making and problem-solving skills

**Accountabilities**

* Management of own personal and role development, demonstrating a positive attitude towards your ongoing development, expanding self-awareness, knowledge and improving personal skills.
* Work in line with performance targets for the Compliance Assurance team.
* Ensuring audits are undertaken to NHS Employment Check Standards with a high degree of accuracy.
* Ensuring early warning “failure reporting”, escalation management and risk processes are adhered to and notified appropriately.
* Best practice procedures are identified, documented, and followed.
* Managing own workload to ensure internal and external reporting deadlines are met.
* Support a change culture, encouraging challenge, initiative, and innovation.
* Provide internal stakeholders with advice and guidance on compliance requirements of the various compliance processes.
* Promote and manage NHSP’s reputation as an NHS service provider by establishing collaborative, transparent and fair recruitment processes

**Key Values:**

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

* **Equality and Diversity**

To act in accordance with NHS Professional’s Equality and Diversity Policy, this is designed to prevent discrimination of any kind.

* + **Health and Safety**

Ensure that all duties are carried out in line with NHS Professional’s Health and Safety Policy.

* + - **Corporate Image**

Adopt a professional image at all times.

* **Risk Management**

Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)

Responsibility for attending health and safety training as required.

Responsibility for assisting in risk assessments.

* **Scheme of Delegation**

To comply the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

**Note:**

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

**Acceptance:**

I agree to undertake the duties of the job in accordance with the above:

Signed: ...……………………………………….… (Job Holder)

Name: ……………………………………………… (Print)

Date: ……………….

Signed: …………………………………………… (Line Manager)

Name: ……………………………………………... (Print)

Date: ……………….

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| NHS Professionals Limited **PERSON SPECIFICATION** | | | |  |
| **Job Title:**  Compliance Co-Ordinator | **Objective(s) of the Post:**  Deliver an exceptional onboarding experience, guiding applicants step-by-step through the process to expedite the time it takes for workers to secure their first shifts and ensure their readiness for work. | | |  |
| **Criteria:** | ESSENTIAL *(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)* | HOW IDENTIFIED A / C / I / P/ R / T | **DESIREABLE**  *(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed***)** | HOW IDENTIFIED A / C / I / P/ R / T |
| **Qualifications and Knowledge:** | * GCSE or equivalent, and/or experience in a similar role | A | * Customer Service Training   C | A/C/I |
| **Experience:** | * Experience of using word processing, spreadsheets, and database packages * Experience in a customer service environment * Dealing with high volume of internal customer queries * Customer correspondence, emails, calls, webchats | A/C/I | * Worked within NHS setting * Complaint handling and conflict management * Customer service training qualification or equivalent * Experience of pre-employment vetting * Knowledge of Home Office right to work checks * Knowledge of Healthcare supplier frameworks * Previous experience in a compliance role * Knowledge of TUPE regulation | A/C/I |
| **Communication and People Skills:** | * Customer focus and drive to resolve queries first time * Deal with difficult conversations and challenging interactions * Communicate effectively and confidently using excellent oral and written communication skills * Able to build rapport and relationships quickly and successfully * Self-motivated team player with good interpersonal skills * Active listener | A/I |  |  |
| **Organisational Skills:** | * Excellent time management * Able to multitask and able to work on multiple systems at once | A/I |  |  |
| **Specialist Knowledge/ Skills:** | * Excellent attention to detail required for extended periods * Spot and deal with issues/queries proactively * Passionate about customer satisfaction and leads by example * Ability to work flexibly with occasional travel * Maintain confidentiality always in respect of the Data Protection Act (1998) and GDPR * Able to embrace culture of continuous change and improvement * Positive attitude to change & has personal resilience * Able to work in a fast paced and targe   driven environment   * Ability to remain calm under pressure * Ability to provide recommendations and constructive feedback * Report writing * Datal analysis/monitoring * Strong presentation skills | A/I | * Can provide ongoing support to new staff members * Familiarity with NHS policies, procedures, and industry compliance | A/I |
| **Physical Skills:** | * Ability to undertake desk work and pass pre-employment assessment | p |  |  |
| **Equality:** | * Candidates should indicate an acceptance of and commitment to the principles underlying NHS Professionals’ Equality and Diversity and Health and Safety Policies | I |  |  |

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation