JOB DESCRIPTION

Derventio
People Really Do Matter

JOB TITLE: Compliance and Training Support Officer

LOCATION: Across Derventio Housing Trust's offices and project locations

ACCOUNTABLE TO: Quality, Competence and Conduct Assistant Director of Housing Services

All contracts are based on a 40 hour week (pro rata + or -)

This role will require you to undertake an enhanced Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

To provide a professional, effective and efficient administration and support service for the Company.

Your key tasks are to:

- Follow duties as directed by your manager.
- To support the team completing a range of duties to enable the department to run smoothly.

Essential:

- Complete audit activity objectively, consistently and within agreed timescales.
- Work as part of the Quality, Competence and Conduct function to achieve required assurance outputs.
- Act in line with agreed audit procedures, sampling methods, templates and escalation routes.
- Maintain a high standard of accuracy, confidentiality, professional curiosity and attention to detail.
- Communicate audit findings clearly, respectfully and factually, supported by evidence.
- Use discretion, tact and diplomacy when handling sensitive information or challenging poor practice.
- Support training coordination and record keeping where required.

DUTIES AND RESPONSIBILITIES OF THE POST

Audit and Quality Assurance - Main Area of Responsibility

1. Complete scheduled, risk-based and responsive audits of resident files, case records, operational documentation and supporting evidence using approved audit tools and templates.
2. Review records against Company policies, procedures, required standards, contractual expectations and agreed good practice.
3. Check that records are complete, accurate, current, appropriately authorised and supported by clear evidence.
4. Examine case notes, assessments, support plans, risk management information, reviews, consent records and other relevant documents within the agreed scope of each audit.

5. Apply agreed sampling methods and maintain up-to-date audit schedules, sampling plans and moderation plans.
6. Carry out follow-up and re-audits to confirm that required actions have been completed and improvements are sustained.
7. Record audit findings accurately in audit trackers and assurance systems, clearly distinguishing compliant practice, partial assurance, gaps, risks and missing evidence.
8. Grade or categorise findings using the Company's agreed RAG or assurance methodology, without altering outcomes to avoid difficult messages.
9. Identify immediate risks, safeguarding concerns, serious practice issues or significant non-compliance and escalate them promptly through the correct management route.
10. Produce clear audit summaries and reports that set out the scope, sample, evidence reviewed, findings, required actions, responsible persons and target dates.
11. Agree factual accuracy with relevant managers while maintaining the independence and integrity of the audit conclusion.
12. Monitor action plans, send reminders, obtain completion evidence and escalate overdue or inadequately completed actions.
13. Analyse audit results to identify repeated errors, emerging risks, service-level themes, training needs and opportunities for improvement.
14. Support the preparation of monthly and periodic assurance information for managers and senior leaders.
15. Maintain a clear audit trail so that findings, judgements, evidence and subsequent actions can be independently understood and verified.
16. Take part in audit moderation and calibration activity to support fair, consistent and evidence-based judgements.
17. Provide constructive feedback to staff and managers, explaining what needs to improve and what evidence is required to demonstrate completion.
18. Highlight examples of good practice that can be shared across teams, while ensuring confidential or personal information is appropriately protected.
19. Support reviews of audit tools, checklists and guidance so they remain practical, proportionate and aligned with organisational requirements.
20. Handle all residents and staff information securely, following confidentiality, data protection, retention and secure disposal requirements.
21. Use audit findings to inform training priorities, guidance, process improvements and targeted support.
22. Maintain professional boundaries, objectivity and appropriate challenge throughout all audit activity.

Training and Administrative Support

23. Support the coordination of training sessions, both virtual and face-to-face.
24. Assist with booking venues, preparing materials and sending invitations.
25. Maintain training registers, attendance records and accurate learner information.
26. Support day-to-day administration of learning and development processes.

27. Learn and use systems such as Virtual College and OneDrive.
28. Maintain accurate training records and upload certificates.
29. Support tracking of mandatory training completion and learner progress.
30. Send training invitations, reminders and follow-ups.
31. Assist with feedback collection and the identification of learning needs.
32. Handle information sensitively and store records securely.
33. Engage positively with supervision, mentoring and feedback.
34. Take responsibility for own learning and development and work collaboratively with colleagues.

Carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons, we also reserve the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested.

DEVELOPMENT AND TRAINING

To respond positively to new and alternative systems, and undertake training and development activities as identified.

HEALTH & SAFETY

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY & DIVERSITY

To support, promote & comply with the Company's Equality & Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY, DATA PROTECTION & GDPR

The Company requires all employees to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All employees are subject to the Data Protection Act 2018/UK GDPR and subsequent updates.

PROFESSIONAL BOUNDARIES

To comply with the Company's Professional Boundaries policy and maintain professional boundaries at all times in relation to clients/residents, employees, other organisations and people that we work with, in the performance of the duties and responsibilities of the post.

SAFEGUARDING

As part of your wider duties and responsibilities you are required to promote and actively support the Company's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone, and anyone who may be vulnerable.

COMPETENCE AND CONDUCT — REGULATORY ROLE SCOPE

This post has been assessed under Derventio's Role Scope and Qualification Assessment as outside the statutory housing-management qualification requirements for relevant senior housing managers and senior housing executives. This does not remove the requirement to maintain and demonstrate competence and professional conduct appropriate to the role. The postholder must comply with Derventio's Competence and Conduct Policy and Staff Code of Conduct and Ethical Framework, complete required role-specific training and continuing professional development, and participate in supervision, appraisal and competence assessment. The assessment will be reviewed if the post's substantive responsibilities change.

AGREEMENT OF JOB DESCRIPTION

I understand and accept the job duties and responsibilities as contained in the Job Description.

Sign: _____ Date: _____