



# Role Profile

<b>Job Title: Compliance Officer</b>			
Reference No.	A4777	Type	
Service	Education		
Job Family	Para-Professional	Grade	FC7

<b>Purpose</b>
<p>To assist the Team Manager (Directorate Operations Team) in ensuring the effective organisation and continuous delivery of a professional high-quality service delivery to educational establishments.</p> <p>To work collaboratively across a range of disciplines including: Transportation, Business Continuity and Emergency Resilience, Risk Management, People, Property, Finance, and Contracts.</p> <p>Key role in developing and monitoring the Directorate's approach to compliance with regulations and procedures overall, as well as in identified areas of responsibility.</p>

<p><b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:</p>	<p><b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility</p>	<b>E</b>	<b>D</b>
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<p>Take a lead supporting role in the operational management of contracts and service level agreements across a range of educational establishment services.</p>	<p>(Expected behaviour - See 'How We Work Matters' Framework).</p> <p>Ability to provide an efficient and effective service.</p>		
<p>Management of Education Service contracts and Service Level Agreements.</p> <p>Taking the lead for the directorate to liaise with internal and external providers to ensure the delivery of contractual obligations, which includes:</p> <ul style="list-style-type: none"> <li>• collation of data for evaluation</li> <li>• analysis of budgets and spends</li> <li>• management for schedules of work</li> <li>• being the lead contact for all enquiries</li> <li>• management of the contract information</li> </ul>	<p>Communicate openly and effectively.</p> <p>Initiate and manage continuous improvements to ensure contractual obligations are met.</p> <p>Analyse problems and determine creative and practical solutions.</p> <p>Initiate and manage continuous improvement.</p> <p>Look for creative solutions and implement timeously.</p> <p>Educated to SCQF Level 7, which includes HNC or Advanced Highers or equivalent</p>		
<p>Establishing and maintaining appropriate links with internal stakeholders including:</p> <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Risk Management</li> <li>• Corporate Health &amp; Safety</li> <li>• Grounds Maintenance Service</li> <li>• School Estate</li> <li>• Audit Services - monitor action plan progress</li> <li>• Legal</li> </ul>	<p>Communication Skills (Focus on Customers)</p> <p>Partnership working (Work Together)</p> <p>Excellent team working, negotiation and communication skills.</p> <p>Excellent planning and organisation of work.</p>		

- Property Services
- Procurement
- Police Scotland

- Business Continuity and Emergency Response**
- Develop, implement and review management of School Resilience Plans
  - School Closures
  - Emergency Planning
  - Provide advice and support

Co-ordination of the Directorates approach to the Policies and Guidance framework

Management of Travel Escorts

- Operational**
- Transport of Pupils
  - Risk Assessments for ASN pupils
  - Walking Routes to schools

Solution focused to guarantee the services of the Directorate are delivered.

Have good working relationships with colleagues

Provide a consistent quality of work, make changes and improvement and meet deadlines.

Think and act strategically when representing the Directorate.

Project Management skills and capabilities.

Ability to plan and organise workload.

Awareness of relevant legislation and best practice.  
Excellent planning and organisation of work.

Line management experience.  
Be able to deal with poor performance.  
Give individuals ownership and responsibility for results.  
Attendance management experience

Quick thinking and the ability to work under pressure.  
Analyse problems and determine creative and practical solutions.


- Parent Transportation Contracts
- Establishment Safety & Security response
- CCTV - database, enquiries, quotes
- Infection control
- Title deeds enquiries
- Complaint investigations
- Property - compliance, consent forms, responding to building failures and business continuity throughout the school day
- Unwanted Fire Alarms Signals/Fire Notifications

Work on own initiative and as directed by Service Management.

Excellent team player with a great worth ethic.  
Use IT systems effectively to perform improvement in my area of work.

- Risk Management
- Audit and Monitor Risk Management compliance across the Directorate, identifying areas for improvement
  - Support and advice schools to achieve compliance relating to risk management
  - Attendance at the Operational Risk Management Group

Manage change positively.  
Awareness of relevant legislation and best practice.  
Communicate openly and effectively.

Attendance at Directorate, Council or external meetings as required

Provide a consistent quality of work, make changes and improvement and meet deadlines.  
Think and act strategically when representing the Directorate

Undertaking all other duties as required for the role. Duties will be in line with the grade.

<b>Additional tasks or responsibilities</b> - this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<b>Job Title (Specialists Tasks)</b>			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
<b>Additional Information</b> - the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>