

# Job Profile

## Compliance Manager

Department	Energy & Utilities Independent Assessment Service
Location	Solihull
Reports to	Managing Director
Hours	Nominally 37 hours but operationally available at all times to meet company requirements
Contract	Permanent
Constraints (travel/ base/ working patterns etc)	Based from the office, you are required to attend our office for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training.
Salary	£45,000 - £50,000
Date	March 2025

### About us

Everyday over 68 million people in the UK rely on the energy and utility industries to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills is the skills voice for our industries, working collaboratively with employers and stakeholders to identify and address the skills challenges in transitioning to clean energy and a greener more sustainable future.

The Energy & Utilities Skills Independent Assessment Service (EUIAS) is recognised by Ofqual and delivers a range of technical and safety critical engineering end-point assessments and qualifications to the energy and utilities sector, and more widely.

### About the role

The Compliance Manager will provide support to the Responsible Officer to ensure that arrangements in place – policies, processes and systems, are appropriate, effective and deliver regulatory compliance.

You will lead our self-review process - carrying out internal audits, identifying areas for improvement; as well as supporting staff training to reduce potential regulatory risks.

You will support the Senior Leadership Team, advising them of regulatory changes to inform operational and strategic decision making.

## About you

You will have demonstrable experience working in compliance and quality assurance roles within an Ofqual recognised awarding organisation.

You will have an up-to-date and good working knowledge of Ofqual's General Conditions of Recognition alongside experience of developing and implementing effective reporting metrics to demonstrate regulatory compliance and management of risks.

An effective communicator with excellent verbal and written English skills, you will also have the ability to analyse and present complex data.

## Our rewards

Join our growing organisation and you'll enjoy benefits including hybrid working between the office and home, a generous holiday allowance, contributory pension scheme, life assurance, performance related bonus scheme and a Wellbeing Passport.

### **Key Responsibilities include:**

#### **Managing regulatory compliance and reporting**

- Act as a key point of contact with Qualifications' Regulators.
- Managing the annual Statement of Compliance process.
- Managing the self-review process, including:
  - Carrying out internal audits, on a risk-based approach, to ensure that processes and policies meet regulatory requirements.
  - Using data to identify potential risks to compliance.
  - Identifying areas for improvement in processes and controls.
- Prepare and submit data returns and other requests for information to Qualifications' Regulators.
- Identify, develop and implement monitoring and reporting tools to provide the Board, Senior Leadership Team and regulators with an on-going overview and understanding of the status of EUIAS' regulatory compliance

- Manage the response to external regulatory audits and thematic reviews.
- Support with the training of colleagues on regulatory requirements and impact of non-compliance.

**Managing complaints and incidents**

- Lead on investigations into malpractice and complaints.
- Maintain and manage the incident log, ensuring corrective actions are completed on a timely basis.

**Policy and Risk Management**

- Maintain and manage the regulatory risk register, ensuring mitigations are implemented across the business.
- Regularly review policies, centre agreements, procedures and other documents to ensure they include latest regulatory requirements, guidance and best practice.
- Support the development of new policies and procedures to deliver regulatory compliance, especially where technology/systems are used to deliver assessments.

**Additional Responsibilities**

- Ownership of personal and professional development to ensure you are well informed and keep up to date.
- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

## Job Holder Specification

Specification	Essential	Desirable
<b>Experience</b>		
Demonstrable experience of working in compliance and quality assurance roles within an Ofqual recognised awarding organisation(s).	✓	
Experience of developing and conducting internal audits, and compiling reports with recommendations.	✓	
Experience of developing and implementing effective reporting metrics to demonstrate regulatory compliance and management of risks.	✓	
Knowledge of and experience of using IT to report/ track and present data including effective use of Microsoft Office.	✓	
Understanding of the energy and utilities sector and the workforce/skills issues affecting it.		✓
<b>Competencies, skills &amp; knowledge:</b>		
Up-to-date and good working knowledge of Ofqual's General Conditions of Recognition.	✓	
<b>Relating and Networking:</b> Excels at establishing good relationships with external stakeholders, customers and colleagues; highly collaborative and able to build wide and effective networks and contacts internally and externally, relates well to people at all levels, manages conflict, listens and is self-aware; adept at landing key messages.	✓	
<b>Presenting and communicating information:</b> Able to speak and write clearly and succinctly, writes convincingly across a range of communications channels, presents with skill and confidence.	✓	
<b>Analysing:</b> Analyses complex data and sources of information; makes rational judgements and delivers reporting from the available information and analysis.	✓	

<b>Delivering results:</b> Self-motivated; sets high quality standards, works in a systematic way with attention to detail. Checks work for accuracy and consistently achieves objectives set.	✓	
<b>Persuading and Influencing:</b> Able to make a positive personal impression on others, gain clear agreement and commitment from others by persuading and negotiating, promotes ideas on behalf of self and others.	✓	

## Our Values

### Together

We are stronger, collaborating internally and externally to deliver success as one high performance team.

### Credible

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

### Making A Positive Difference

A great place to work, we individually and collectively play a key role in shaping a greener world.