

Job Description			
Job Title	People Compliance Coordinator	Job Family	People Compliance
Reporting to	Senior People Compliance Coordinator	Job Code	
Location	People Team - Leicester	Evaluation Date	
Job Purpose			
<p>This role is to support the compliance team in ensuring that Priory is able to satisfy all regulatory requirements, to assist the business operations in ensuring all employees remain compliant. This role supports group wide with a range of compliance and audit requirements including Right to Work, Visa's, Professional Registrations/Revalidation and Disclosure checks. The role provides a high level of administrative and customer support to a wide range of stake holders.</p>			
Responsibilities			
<ul style="list-style-type: none"> • Provide support & guidance with temporary worker compliance • Provide support & guidance with Right to Work requirements in line with Home Office requirements • Working with large data sets, support the team with various compliance audits • Support the business with professional registration and revalidation requirements with various professional and regulatory bodies such as the Nursing & Midwifery Council (NMC) & General Medical Council (GMC) • Support with the validation of NMC checks • Support and guide with the processing/countersigning of Disclosure checks for Disclosure & Barring Service (DBS); Access NI and Disclosure Scotland • Supporting the Compliance Manager and wider compliance team to continue to build a program to develop knowledge and overall capabilities in relation to all compliance checks and requirements • Support the team with the development and refinement of processes and best practice relating to compliance and retaining vital compliance information • Support with maintaining an ongoing awareness of compliance trends and regulatory changes that may impact compliance requirements throughout the business • Act as the first point of contact for compliance queries and concerns via email or telephone, offering resolution where required and escalating to the appropriate senior team members where required • Supporting with all administrative tasks and ad-hoc duties as and when required 			
Information			
<ul style="list-style-type: none"> • Shared responsibility for the confidentiality, security and accuracy of records, data and information. Ensuring good quality documentation, which meets the regulatory guidelines and statutory requirements. 			
Knowledge / Education / Skills			
<ul style="list-style-type: none"> • Strong administration skills with a keen eye for detail • Good knowledge of MS Office, particularly excel • Organised approach, able to prioritise and manage own workload • Basic understanding of the Right to Work checking process • Basic understanding of Disclosure checks DBS; Access NI and Disclosure Scotland or the willingness to learn • Basic understanding of professional registration e.g. NMC or GMC or the willingness to learn • Ability to develop strong working relationships both cross functionally and at all levels • Ability to provide tactful, professional and appropriate challenge under difficult circumstances, including when risks to compliance or delivery have been identified • Strong customer service skills including the ability to handle upset and sometimes difficult callers 			

- A strong desire to learn, build on and enhance current skills

Experience

- Experience within an administration role essential
- Experience in a high pace, high volume and sometime hire pressure environment desirable
- Experience within HR, On-Boarding or Compliance would all be beneficial

Working Environment

- Hybrid - Based at our bright modern offices in Leicester

Safeguarding

All Priory colleagues have a responsibility to safeguard the individuals we care for, these may be adults and children or individuals connected to the people Priory supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

Upholding Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting people first - we put the needs of our service users above all else	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to our patients, clients and residents and their families • Actively seeks to develop the potential of every service user and staff member
Being supportive - we support our colleagues, our service users and their families when they need us most	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with integrity - we are honest, transparent and decent. We treat each other with respect	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Striving for excellence - for over 140 years, we have been trusted by our service users with their care. We take this trust seriously and constantly strive to improve the services we provide	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector
Being supportive - we support our colleagues, our service users and their families when they need us most	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging