



Job Description

- A** **JOB TITLE:** Business Improvement and Compliance Officer (Maternity Cover)
- LOCATION:** Newlon House, 4 Daneland Walk, London, N17 8FE
- SALARY:** £32,985 pa
- REPORTING TO:** Assistant Director (Governance and Assurance)

B **MAIN OBJECTIVES**

To oversee the production of accurate performance reports, monitor the implementation of the Trust's Business Plan, ensure compliance with key procedures and standards, assist in reviews of business processes, support processes

Key Tasks Responsibilities and Objectives		Performance Standards and Outcomes
1.	To play a key role in the production, monitoring the implementation of the Trust's Business Plan.	<ul style="list-style-type: none"> • The planning process is well supported, the business plan and departmental plans are accurately loaded into the system and copies of the plan are appropriately distributed. • Progress is checked monthly with managers and systems are kept updated, where tasks are overdue delays are explained and corrective action is agreed. • To collect evidence of the completion of tasks and update the Pentana system. • To prepare reports on progress for TET and Committee Meetings.
2.	To test the Trust's policies, procedures and service standards against best practice, regulatory and statutory requirements.	<ul style="list-style-type: none"> • To work with Senior Managers and the Assistant Director (Governance and Assurance) to design effective audit tests that ensure compliance with procedures. • To audit specific sections/procedures to ensure that procedures are adhered to. Making recommendations to change or improve systems and working practices in order to achieve compliance with Newlon's own standards or regulatory standards. Overseeing implementation and supporting managers where necessary.

Key Tasks Responsibilities and Objectives		Performance Standards and Outcomes
3.	To coordinate business assurance processes including the internal audit process	<ul style="list-style-type: none"> • All internal visits are properly arranged and communicated to all relevant staff, rooms are booked and opening meetings agreed with relevant staff. • Reports are checked and management responses coordinated according to agreed timetables and reports finalised in time for Audit Committee deadlines. • Recommendations from all internal audits are added to the Pentana system and promptly followed up. • Progress reports prepared for Audit Committee. • Pentana updated following committee meetings. • Controls assurance reports are obtained from teams within three weeks of the month end. • Where control weaknesses are identified, these are reported to TET promptly. • Where control weaknesses are identified, corrective actions are agreed and implementation monitored.
4.	To assist with the day to day progression of the team's case load	<ul style="list-style-type: none"> • Interactions relating to insurance claims or data protection enquiries are accurately recorded and are progressed in an efficient and timely fashion with customers provided with updates at appropriate points of the process and cases updated on the insurance module. • Customers who contact the team are provided with accurate information about their insurance arrangements and/or data protection rights. • Training is coordinated as and when required. • All documentation relating to insurance and data protection enquiries is kept securely and readily available when required.

Key Tasks Responsibilities and Objectives		Performance Standards and Outcomes
5.	To support projects helping to make sure that they are run effectively.	<ul style="list-style-type: none"> This could include requirements gathering, customer journey mapping, preparing business cases, arranging testing and training on new systems or monitoring project deadlines to ensure they are met.

Key Tasks Responsibilities and Objectives		Performance Standards and Outcomes
6.	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to. Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers Newlon Gold objectives of reliability, consistency and speed built into all activities. Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities. Collaboration across teams actively promoted at all times

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.