

# **Determined to make a difference: for people affected by dementia**

**Can you lead the change?**

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**Business Compliance Officer  
(Dementia Support & Partnerships)**

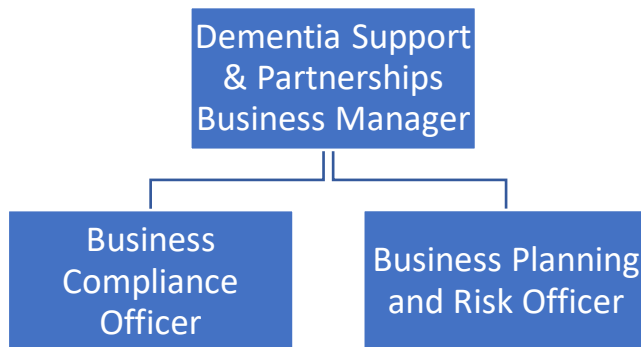




## Business Compliance Officer

### Position in the Organisation

- Reports to the Dementia Support & Partnerships Business Manager.
- Sits in the Practice and Compliance function within Dementia Support and Partnerships Directorate.



### Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

As part of the Dementia Support and Partnerships Directorate Business Management function this role is responsible for overseeing, designing, implementing, and monitoring of business processes relating to ensuring the directorate complies with its regulatory, contractual, and legal requirements as well as internal policies, procedures, and best practice guidance.

We are looking for someone who exemplifies our values, someone who is: **Determined** to make a difference when and where it matters most. A **Trusted Expert** who believes in working **Better Together** and demonstrates true **Compassion**.

### Key Accountabilities and Responsibilities

- Responsible for the design, implementation, and monitoring of required business processes in line with legal and regulatory obligations, the implementation of best practice and performance in line with the directorate's objectives and priorities, and corporate responsibilities.
- Overseeing the directorate control of documented information such as policy, procedure, guidance. Ensuring the timely updating, review, and communication of documents in line with organisational or legal requirements and demands.
- Delivering on good governance in record management processes and data protection, working with the Information Governance Team and implementing processes to embed the timely review of directorate information assets. Ensuring processes around emergency contacts and business continuity are well understood and embedded.

- Overseeing the directorates compliance to the annual NHS Data Security and Protection Toolkit submission.
- Work with internal subject matter experts to ensure that the directorate keeps up to date with, and understands, relevant laws and regulations and how they apply to employees/volunteers.
- Working alongside the People Business Partners and Heads of to identify and respond to areas of risk and non-compliance relating to core training and policy requirements.
- Working alongside the Health and Safety Team as required to embed and review compliance related activities required across our Services office spaces and other areas.
- Maintaining the directorates internal intranet (Arena) pages.
- Supporting Heads of as required with implementing and embedding business processes which enable the successful delivery of our strategic priorities and activities.
- Embedding effective annual planning processes across teams (such as branding and design / data) to support directorate Heads of in delivering against annual reporting requirements.
- Accountable for the coordination of business activities that promote the work of the directorate relating to best practice:
  - Establishing a system for applying for and monitoring recognition, awards, and successes. Working with others to find mechanisms for sharing successes both internally and externally.
  - Coordinating and supporting the development of case studies and stories to promote the work of directorate to internal and external stakeholders.
  - Coordination of the charity's communications plans within the Dementia Support & Partnerships directorate to ensure full engagement and to support success.

## Other tasks

- Presenting to leadership and management meetings as required, and supporting conversations that drive decision-making and approvals.
- Build, on behalf of the team, effective, inclusive and mutually supportive relationships with key stakeholders and team, including Strategic Planning and Resources.
- As required support in the oversight and management of planning and risk across the directorate, including providing cover for the Business Performance and Risk Officer when necessary.

## We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- To champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- To support and enable volunteering activities.
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.

- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society.

## Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Experience of developing and monitoring management level business processes and strategies in the context of a complex, multi-disciplinary organization and delivering against planned milestones.	E	A/I
An excellent working knowledge of Microsoft Office/Teams/Excel. Able to expertly navigate and create spreadsheets and confidently familiarise with databases as required.	E	A/I
Experience of analysing and using data and business-related insights to inform planning, assess milestones and identify performance.	E	A/I
Demonstrable experience of overseeing, and improving, business successes in areas of legal and/or regulatory compliance.	E	A/I
Experience working with records management and document/information control in line with GDPR.	E	A/I
Experience of coordinating communication plans and activities to achieve maximum engagement.	E	A/I
Experience and knowledge of working within the charity sector.	D	A
Understanding, and experience in the practical application, of the Three Lines of Defence model of compliance.	D	A/I
Experience in identifying appropriate external awards, and coordinating the compilation and submission of compelling applications.	D	A/I
Demonstrable analytical thinking and business insight related to a frontline services/practice related field.	D	A
Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Exceptional verbal and written communication skills and confidence to apply in a range of settings, including reporting at a senior level.	E	A/I
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work.	E	A/I

Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business.	E	A/I
Excellent organisational and timekeeping skills.	E	A/I
Excellent attention to detail. Methodical and able to innovate creative and engaging ways to oversee plans and risks	E	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated.	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

**This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: [careers@alzheimers.org.uk](mailto:careers@alzheimers.org.uk)**

# Our Benefits



## Financial Security

- Group Personal Pensions Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers
- Bike Loan Scheme
- Season Ticket Loan Scheme



## Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



## Family & Dependants

- Time off work for fertility treatment
- Time off work to support those transitioning
- Enhanced maternity and adoption leave
- Enhanced paternity leave
- Compassionate time off work and bereavement leave
- Time off work for dependants



## Work Life Balance

- Minimum 27 days annual leave (pro rata'd according to start date) plus bank holidays (rising to 30 days in your second year of service with the Society)
- Career breaks
- Flexible working



## Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications and memberships
- Career progression pathways



## Recognition

- Annual people awards evening
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards

