



# Compliance Manager

Recruitment pack: January 2024

# About the role

**ASDAN is seeking a new Compliance Manager, responsible for the development and management of the quality assurance and control systems of all ASDAN qualifications, ensuring we meet our regulatory requirements.**

Reporting to the Head of Quality and Qualifications, the successful candidate will play a key role in managing the centre approval process for centres seeking to deliver ASDAN qualifications, alongside implementing our systems and processes for centre audit. This role also manages our approach to safeguarding, working closely with the Director Team to coordinate our response to, monitor and report on any issues or concerns.

This role is being offered as a full-time, hybrid working role, with the opportunity to work partly from home and partly from our office in St George, Bristol.

We would consider a minor amendment to part-time hours for the right candidate.





# About the role

## About us

ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to engage, elevate and empower young people aged 11 to 25 years in greatest need.

Our goal is to engage young people through relevant and motivating courses to achieve meaningful learning outcomes, which elevate them to go on to further education, training and work, and empower them to take control of their lives. We do this by developing courses with an accessible and practical pedagogy for learners; and by supporting our partner educators to foster the personal, social and work-related abilities of young people in greatest need.

We believe that young people should have the opportunity to discover, develop and make use of their abilities to affirm their identities, contribute to society, and challenge educational and social inequalities.

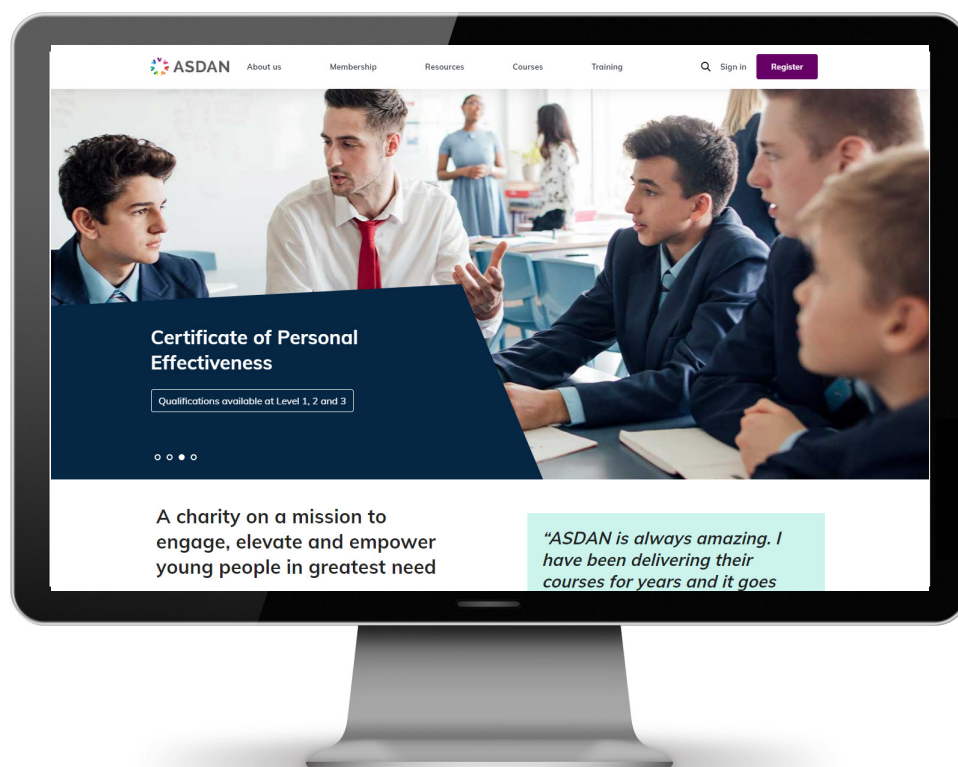
For further information about ASDAN, please visit our website: [asdan.org.uk](https://asdan.org.uk)

## For more information about the role

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# Conditions and how to apply

<b>Contract</b>	Permanent
<b>Salary</b>	£34,674 (band 5)
<b>Hours of work</b>	Full time: 37.5 hours, 5 days per week
<b>Pension</b>	Scottish Widows. Post-holder has option of two levels of contribution: <ul style="list-style-type: none"><li>• employee 3% employer 6%</li><li>• employee 6% employer 9%</li></ul>
<b>Leave entitlement</b>	27 per annum days initially, rising to an additional day per year to maximum 32 days, in addition to statutory bank holidays.
<b>Location</b>	This is a hybrid role, working partly from home and partly from our main office in St George, Bristol

## How to apply

To apply for this position, please visit the vacancies section of the ASDAN website [asdan.org.uk/vacancies](https://asdan.org.uk/vacancies) where you will find the job description and application form. You are welcome to submit a CV alongside your completed application form. Only applications made using the application form will be considered.

Within your application form, please include a clear outline of why you feel you would be suitable for the position, including examples of your skills and experience, referring to the person specification as appropriate. Please email your applications to [personnel@asdan.org.uk](mailto:personnel@asdan.org.uk)

It would be appreciated if you could complete ASDAN's equalities, diversity and inclusion (EDI) monitoring form at the time of your application. This information will be treated as confidential for monitoring purposes only and kept separate from your application.

## Key dates

- Applications close: Wednesday 31 January at noon
- Interviews: Tuesday 6 February

Interviews will be held at ASDAN's main office in Wainbrook House, St George, Bristol.

For an informal conversation about this opportunity, please contact [personnel@asdan.org.uk](mailto:personnel@asdan.org.uk) to arrange.

# Role description

<b>Title</b>	Compliance Manager
<b>Accountable to</b>	Head of Quality and Qualifications
<b>Responsible for</b>	Administration Assistant
<b>Liaison with</b>	Qualifications Manager; Quality Assurance Officer; Programmes, Development and Design Team; Centre Support Team, Relationship Management Team

## Job purpose

Reporting to the Head of Quality and Qualifications (HQQ), the Compliance Manager is responsible for the development and management of the quality assurance and control systems of all ASDAN qualifications, to ensure we meet our regulatory requirements.

The role will also be responsible for the management of centre approval and centre audit as well as the line management of the Administration Assistant.

## Responsibilities

- 1 Support the review and management of regulatory responsibilities to ensure ASDAN's qualifications are in line with guidelines issued by all relevant regulatory bodies.
- 2 Monitor, develop and quality assure activities to meet the required compliance standards.
- 3 Lead on the management of the centre approval and centre audit teams to ensure they are operating to the highest standards expected.
- 4 Manage the candidate registration process, centre communication, moderation requirements and awarding protocols for ASDAN's project qualification.
- 5 Support the planning, coordination and delivery of Quality Assurance training to all relevant external moderators and staff as required.
- 6 Support ASDAN's approach to safeguarding
- 7 Line and general management responsibilities
- 8 In common with all staff

# Role description

## Key duties

### **1. To support the review, revision and management of regulatory responsibilities to ensure ASDAN's qualifications are in line with guidelines issued by all relevant regulatory bodies:**

- a Review and update the ASDAN Quality Assurance (QA) policies and QA Cycle by tracking and updating key documents and by maintaining the Centre Guidance and External Quality Assurers (EQA) Manual
- b Review and revise qualifications policies and procedures in line with the regulators' conditions of recognition.
- c Manage, monitor and mitigate against any potential adverse effects.
- d Manage enquiries and appeals in line with the requirements of Ofqual/Qualifications Wales/CCEA's appeals and complaints processes.
- e Support the investigation into malpractice or maladministration claims or investigations.
- f Ensure familiarity at all times with the above-named regulatory bodies' General Conditions of Recognition as well as the additional rules published for performance table qualification.

### **2. To monitor, develop and quality assure activities to meet the required compliance standards:**

- a Ensure correct procedures are in place across ASDAN to identify any conflicts of interests and manage any that arise.
- b Support the internal audit of compliance requirements process.
- c Contribute to ASDAN's risk management arrangements for qualifications.
- d Manage special arrangements and special considerations.
- e Work closely with Relationship Managers to plan and confirm termly themed support and support training events.
- f Quality assure the monthly/quarterly data submissions with the Interim Senior Quality Assurance Manager.
- g Support the quality assurance of the certification process.

# Role description

## **3. Work with HQQ to review the external quality assurance team by ensuring they are operating to the highest standards expected:**

- a Oversee the EQA recruitment advertising, selection and induction processes, and ensure accuracy of EQA contracts, personnel and pay records, in liaison with HR and Finance depts.
- b Manage the process of annual EQA standardisation; in liaison with principal quality assurers, identify appropriate units and oversee the creation of suitable activities and recording documents.
- c Manage processes of marking and feedback and create appropriate training plan for EQAs based on outcomes.
- d Manage the internal processes for centre approval.
- e In liaison with the Administration Assistant, manage the internal process for centre audit, QA Reviews and assist with local audits and centre visits.
- f Monitor and evaluate EQA suitability through annual reviews and quality assuring the external moderation process.
- g Maintain, monitor and report on centre approval, centre audit and updates when required in consultation with the Head of Qualifications and Quality.
- h In liaison with the Head of Qualifications and Quality, contribute to and send the annual letter to EQAs and Relationship Management Team, to cascade good practice and key learning points for improvement and sustaining excellence.
- i Provide EQA finance reports for review as required, such as reconciliation reports and forecasting.
- j Identify opportunities for EQA observation, training and planning.
- k Identify and set up appropriate joint moderations for EQA monitoring purposes.
- l Manage the quality assurance process of Moderation Feedback Reports, Moderation Visit Reports and other moderation paperwork submitted by EQAs.

## **4. Extended Project Qualification: Management of the candidate registration process, centre communication, moderation requirements and awarding protocols.**

- a Manage centre approval and compliance requirements for new centres registering to deliver ASDAN's Extended Project Qualification (EPQ).
- b Complete the quality assurance check on candidate registration and sampling.
- c In liaison with the Marketing and Communications Team, ensure centres are informed of results and sample deadlines in a timely manner.
- d In liaison with the Qualification Manager communicate the sample to the centre and External Moderator (EM)/Principal Moderator (PM).
- e Chair the standardisation training session required for new centres and EMs.
- f Chair the standardisation meetings between the EMs and PM.
- g Quality assure the grades awarded, review and quality assure the data submission to UCAS and Ofqual.
- h Quality assure the certification process.

# Role description

## **5. Support the planning, coordination and delivery of Quality Assurance training to all relevant external moderators and staff as required.**

- a Provide advice and support to staff and contractors as and when requested on any aspect of regulation, compliance or quality assurance of ASDAN's qualifications.
- b Contribute to Quality Assurance Managers meetings, preparing standing agenda and reports, taking minutes by rotation.
- c Identify and develop effective systems and procedures to support the activities of the core functions of ASDAN through liaison with relevant teams.
- d Undertake a project management role as and when required.

## **6. Support ASDAN's approach to safeguarding**

- a Liaise with the designated safeguarding lead and safeguarding officer on issues relating to safeguarding as appropriate.

## **7. Line and general management responsibilities:**

- a Line manage and support the development of the Administration Assistant, and actively participate in own development.



# Role description

## 8. In common with all staff

- a To support the charitable purposes of ASDAN
- b To actively work to secure the sustainability and growth of ASDAN
- c To manage ASDAN's resources effectively and efficiently
- d To provide the highest standards of customer service to customers of ASDAN.
- e To support collectively leadership, development and relationship building across ASDAN, and with relevant markets and stakeholders.
- f To participate in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post, supporting ASDAN's strategic objectives.
- g To effectively promote the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy.
- h To uphold and promote ASDAN's Equality policy and practices, respect the unique contribution of every individual and to work positively in an environment that promotes equality and diversity.
- i To ensure awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation.
- j To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures and methods.
- k To comply with the requirements of GDPR (General Data Protection Regulation) and follow good practice with regards to the security and confidentiality of information
- l To present an appropriate professional image of ASDAN.

It should be understood that this job description may change as ASDAN develops, following discussion and agreement with the post-holder. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of ASDAN. The post holder will have full opportunity to discuss and be active in changes or developments

# Person specification

Experience	Essential or desirable
<ul style="list-style-type: none"> <li>Proven successful experience of working within an audit, compliance or regulatory role for an awarding organisation</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Providing reports and operating with a high level of attention to detail</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Working with ASDAN centres, coordinators and exam officers; has experience of balancing the requirements of these stakeholders alongside the requirements of regulation</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>Has an awareness of the context of problems within an organisation and work taking place in other areas that might need consideration</li> </ul>	Desirable

Skills, knowledge and expertise	Essential or desirable
<ul style="list-style-type: none"> <li>Excellent verbal, written, reporting and proof reading skills</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Good interpersonal and communication skills with a demonstrable positive approach to supporting colleagues</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Confidence to provide and receive constructive criticism to/from colleagues</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Excellent personal organisation and administrative skills with the ability to manage own, and diverse teams', workloads, organise and prioritise, and meet tight deadlines.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Confident with the appropriate ICT and excellent knowledge of the Microsoft Office Packages</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Good knowledge of the education and Awarding organisation sector and evidence of own continuing professional development</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Some knowledge and understanding of all matters relating to regulatory compliance, internal audit and risk management</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Full driving licence</li> </ul>	Essential

# Person specification

## Personal qualities expected of all staff

- Demonstrable commitment to high standards of customer service
- Highly professional standards of behaviour at all times
- Highly motivated and proactive
- A collaborative team player
- Calm under pressure and in changing circumstances
- Flexible, friendly and helpful
- Able to work positively and creatively, combining a responsible approach to securing ASDAN's core business and heritage with an entrepreneurial approach to winning and growing new business



**ASDAN**

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