

JOB DESCRIPTION

Job Title	Compliance Manager
Department	Office of the General Secretary (OGS)
Reports to	Legal Officer
Direct reports(if any)	n/a
Other management responsibilities	n/a

Main Job Purpose:

- To facilitate, monitor and ensure that the organisation is conducting its business in full compliance with all national and international legislation and regulations that relate to the operation of a trade union, as well as professional standards, accepted business practices, and internal standards to deliver good organisational outcomes
- To oversee the risk management framework that provides operational protection of organisational systems and services through the provision of control, management and delivery of the ongoing governance requirements, including assisting the Finance, Legal and Human Resources Departments in all aspects of their work in relation to organisational governance and risk; and legislative and regulatory compliance
- To perform the responsibilities of the organisation’s Data Officer in fulfilment of requirements of the General Data Protection Regulations (GDPR)
- To deliver the achievement of certification, including ISO 9001 (Quality Management Systems) and other certifications as required for the further development of the organisation; and
- To support the enforcement of compliance regulations in all aspects and provide guidance and facilitate staff development in support.

Main Responsibilities

- Develop, monitor and assess governance, risk and compliance control systems to prevent or deal with violations of legislative or regulatory compliance, including:
 - GDPR compliance, including security and confidentiality procedures and data retention schedule
 - Tax compliance
 - Anti-Bribery and conflict of interest policy compliance
 - Business continuity, including disaster recovery compliance
 - Immigration visa applications and Tier sponsor compliance
 - Employee (and contractor) professional indemnity insurance compliance
 - Certification office compliance (financial compliance)
 - Governance relationship with the ITF Seafarers’ Trust
 - Governance of entities, regional offices and other ITF presences. Including ITF Nominees Ltd.
- Provide effective internal governance to the Executive Board and Management Committee, including;
 - resolution of corporate governance and compliance difficulties as they occur
 - provision of editorial input to papers, presentation and content refinement; and
 - preparation and provision of complex reports.
- Responsibility as the organisation’s designated Data Officer in fulfilment of requirements of the General Data Protection Regulations (GDPR)
- Responsibility for implementation and maintenance of ISO 9001 (Quality Management System) compliance, and other accreditation standards, as required

- Assess the organisation's future ventures to identify possible compliance risks, including organisational exposure in aggressive corporate campaigns in collaboration with the Legal Department
- Collaborate with the Finance, Legal and Human Resources departments to monitor enforcement of standards and regulations
- Reporting to the Assistant General Secretary, Director of Finance, Legal Officer and Head of Human Resources on any non-compliance issues, including preparation of annual management review to manage any corrective actions or system changes that result from the annual review for senior management and external regulatory bodies as appropriate, keeping in mind the values and objectives of the organisation
- Develop, review, implement and monitor new risk management policies and procedures and continually assess any developments that may impact the organisation, identifying hidden risks or non-conformity issues
- Maintain an organisational risk register; and an organisational contract register
- Responsibility for the governance and maintenance of a central register for the development and implementation of standard operational procedures
- Develop and implement an internal audit programme to identify compliance issues and provide advice or development
- Working with the senior management team to embed the compliance systems into daily practice, including consulting compliance responsibilities, communicating any matters identified through detailed reports and advice; and communicating any emerging external factors such as changes to laws or other compliance obligations that will affect the organisation and identification, as appropriate
- Facilitates governance and compliance development programmes for ITF staff, and where appropriate, affiliates and inspectors
- Ensure complaints are handled effectively and that effective root cause analysis is carried out and drives required customer journey improvements
- Monitoring identified Key Performance Indicators (KPIs)
- Identify trends and taking a proactive approach to sharing knowledge and taking action.
- Keep abreast of regulatory developments within or outside of the organisation as well as evolving best practices in compliance control

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education level, qualifications or equivalent	Graduate level or equivalent	
Knowledge, experience and technical skills	<p>Experience of the administration of compliance monitoring and risk management</p> <p>Experience of facilitating, monitoring and ensuring that business conduct is in full compliance with national and international legislation and regulations, and professional standards to deliver good organisational outcomes</p> <p>Specialist knowledge of risk management frameworks that provide operational protection of organisational systems and services through the provision of control, management and delivery of the ongoing governance requirements within finance, legal and human resources operations</p> <p>Experience of advising senior stakeholders</p>	<p>Experience of undertaking a company secretary/senior governance role</p> <p>Direct experience of accreditation compliance, for example the ISO 9001 (Quality Management System)</p> <p>Understanding of the trade union movement</p>
Personal attributes/skills	<p>Highly developed analytical skills for both qualitative and quantitative data</p> <p>Ability to plan and lead projects following tight deadlines</p> <p>High ethical standards, methodical and diligent whilst keeping in mind the values and objectives of the organisation</p> <p>Demonstrates a high-level of attention to detail and accuracy.</p> <p>Excellent communication skills - strong presenting and report writing skills. Ability to exercise initiative, discretion, and judgement.</p> <p>Ability to provide sound advice and guidance to managers in supporting governance and compliance matters; and understand wider organisational impact</p> <p>Able to influence management and drive change</p>	

	<p>Ability to challenge and feedback constructively to managers.</p> <p>Proactively identifies opportunities and problems. Contributes ideas for solutions; and works to understand how to create positive change.</p> <p>Ability to use Microsoft Office Packages including Word, Excel, PowerPoint, email, internet and diary software to an intermediate level</p> <p>Ability to maintain resilience and a positive outlook.</p> <p>Respects and values equality and diversity and has an understanding of how to support this in operational activity.</p> <p>Commitment to social justice and trade union values</p>	
<p>Practical requirements e.g. hours, requirement to travel</p>	<p>Ability to undertake international travel, as required.</p> <p>Ability to work flexibly, including working out of office hours occasionally.</p>	