

Job Description:
**HR Compliance Manager**

|  |  |
| --- | --- |
| Function: | HR  |
| Position:  | HR Compliance Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Fauzia Chaudhry |
| Additional reporting line to: |  |
| Position location: | Salford, UK |
|  |
| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To lead the HR Compliance team in providing a remote and responsive compliance administration service, specialising in, although not exclusively, matters governed by UK and Ireland employment legislation, with specific focus on Right to Work, DBS and Security Clearance. Provide advice to stakeholders, line managers and employees regarding essential employee checks, taking into account any segment specific requirements
* Review and update changes to compliance check requirements, policies, and processes, providing guidance and training to the business and key stakeholders as appropriate
 |
|  |
| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY18: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  |  |

Draft. Version: 27-03-2014

|  |
| --- |
| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| ORGANISATION STRUCTUREHR Services ManagerHR Compliance ManagerHead of TalentSenior Compliance Assistant3 x Compliance AssistantsCompliance Apprentice |

|  |
| --- |
| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Identify and manage areas of compliance risk in the business and highlight and support with the reduction of the risk
* Provide specialist advice on HR compliance legislation and mandatory requirements
* Develop suite of metrics/dashboard that demonstrates team productivity
 |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Be the main point of contact for the business and liaise with 3rd parties, including UKBA, DBS etc
* Support Managers remotely with specialist Compliance advice and guidance, ensuring query resolution is captured on the CSM system and service ticket is closed. To act as Subject Matter Expert for compliance issues to the business and guidance that is in line with relevant policies and legislation
* Business owner of the Compliance systems - Access Workspace, RTW Portal and App and Screening system. Improve and maintain the systems and communicate new guidance and training to the business.
* Responsible for compliance policy and process updates, ensuring the changes and guidance are communicated to the business
* Escalate compliance issues with serious business or legal risks to HR Services Manager/HR Directors & stakeholders, to ensure business risk is reduced and potential issues are managed
* Plan and manage team members workloads, training and development and ensure the team are working efficiently and effectively and performance targets are met
* Metrics/dashboard to reflect performance available to highlight opportunities to add further value to segments
* Engaged and motivate the compliance team, committed to delivering excellent service
* Ensure right to work checks for new starters are managed, ensuring satisfactory documentation has been provided and case managed until necessary documentation has been provided.
* Ensure RTW risks remain low by processing monthly reports and ensuring those with expired document are renewed and any issues escalated to HRBPs/HR Directors and ER Team.
* Ensure DBS, DS and professional registration/qualifications new starters are processed and renewed where required.
* Ensure all other vetting requirements (Reference checks, BPSS, CTPAT, MOJ) are processed and recorded and renewals are completed in timely manner.
* Maintain accurate compliance records and tracking tools, ensuring manual and electronic records are kept up to date to ensure accurate reporting
* Ensure all hard and soft copy personnel records are maintained and secure, complying with obligations under the Data Protection Act and segment specific requirements
* Drive improvement projects in own area of expertise
* Complete special projects and miscellaneous assignments as required
* All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups
* Provide hands on support to other HR Services Teams when required e.g. at peak times, ad hoc projects
 |

|  |
| --- |
| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Compliance issues with serious business or legal risks are identified and escalated appropriately
* Compliance Team will be knowledgeable and kept up to date with current legislation, regulations, Company policy changes and segment specific knowledge
* Improvement initiatives are embraced and championed
 |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Knowledge of compliance issues e.g. eligibility to work in the UK, DBS, security clearance etc
* A practical understanding of compliance legislation, regulatory bodies and related processes
* Proven people management skills
* Operational management of service delivery to diverse customer base
* Ability to provide remote compliance support for a multi-site operation
* Demonstrate ability to prioritise and manage multiple customer requirements simultaneously in an organised manner and within timescales
* Highly organised with ability to coordinate a high volume of daily service requests/work tasks
* Ability to work in a demanding, fast paced environment
* Ability to provide feedback to team members and provide support where needed
* Ability to identify situations which could result in potential customer complaints
* Strong understanding and respect for confidentiality
* Strong verbal and written communication skills
* Excellent telephone manner
* Ability to work cooperatively within a team and on own initiative
* Customer service focussed
* Proficient user of Microsoft Office programmes
* **Desirable**
* Experience of working within a Shared Service environment or busy modern HR department
* Understanding of HR systems/technology / SAP HR / CRM
* Experience of working within a similar operating model
 |

|  |
| --- |
| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
|

|  |  |
| --- | --- |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
 |
| * Rigorous management of results
 | * Innovation and Change
 |
| * Commercial Awareness
 | * HR Service Delivery
 |
| * Employee Engagement
 |  |

 |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version | 2.0 | Date | 09/08/22 |
| Document Owner | Mark Goodyer |

 |