

Job Description:
Compliance Assistant

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| Function: | Human Resources |
| Position:  | Compliance Assistant |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Resourcing and Compliance Team Leader |
| Additional reporting line to: |  |
| Position location: | PeopleCentre |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To work as part of the Resourcing and Compliance Team in providing a remote and responsive compliance administration service, specialising in, although not exclusively, matters governed by UK employment legislation, with specific focus on Right to Work, DBS and Security Clearance. Provide advice to line managers and employees regarding essential employee checks, taking into account any segment specific requirements. |
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| 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 FY13: | €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  | * Add point
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| 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. |
| Resourcing and Compliance Team LeaderCompliance Assistant |

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| **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. |
| * Add point
* Add point
* Add point
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Provide a helpful, responsive and customer friendly compliance service to HR Service Centre Custom-ers, in line with agreed timeframes
* Case manage compliance requests from employees and line managers until resolution ensuring service tickets are updated on CSM system
* Constantly improve customer service by using HR systems to resolve live compliance queries, aiming to reduce the number of service tickets awaiting resolution in a quick responsive manner
* Liaise with employees, line managers and other departments in order to obtain necessary information to meet requirements of compliance service requests
* Interface closely with HR Services Team exchanging information/documentation where necessary, within a timely manner and in line with HR Service Centre Standards
* Manage right to work checks for new starters, ensuring satisfactory documentation has been provided and if necessary case mange until relevant documentation has been provided
* Manage DBS, professional registration/qualification and segment specific checks for new starters, ensur-ing necessary paperwork is actioned and processed
* Manage ongoing renewal of Right To Work checks, mandatory professional registration/qualifications and segment specific checks, ensuring checks are carried out within a timely manner
* Maintain compliance tracking tools with accurate up to date information
* Escalate and seek support from Compliance Specialist for help with complex queries whilst escalating any potential issues escalated by customers
* Escalate any serious issues of non-compliance with potential business or legal risk to Compliance Spe-cialist or, in absence of Compliance Specialist, to a member of ER Services Team
* Undertake any administrative duties necessary to fulfil compliance tasks or as requested by Compliance Specialist
* Work with Compliance Specialist to identify process and service improvements and provide suggestions to identify better ways of working for the team
* Maintain compliance records, ensuring both manual and electronic records are up to date
* Provide hands on support to other HR Services Teams when required e.g. at peak times, ad hoc projects
* Ensure all hard and soft copy personnel records are maintained, secure and comply with obligations un-der the Data Protection Act and segment specific requirements
* Ensure the HR Service Centre work area is clean, secure and well maintained
* 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 Infor-mation Security Policy and any other additional security requirements for specific customer groups.
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| 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. |
| * Customers will be provided with a helpful, responsive, customer friendly service when contacting the HR Service Centre for support on compliance related queries
* Support and information provided to customers is in line with compliance processes and procedures, with issues of non-compliance escalated
* All customer requests/actions will be logged on the CSM system and carried out efficiently and accurate-ly, in accordance with HR Service Centre standards
* Attention to detail will be paid to all processing and documentation produced, ensuring it is accurate and quality checked before distribution
* Data will be inputted accurately into HR Service Systems/Compliance tracking tools, which will be kept up to date with accurate information
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential * Awareness of compliance processes and matters surrounding eligibility to work in the UK, DBS, security clearance etc
* Committed to providing a friendly and responsive customer service
* Ability to identify situations which could result in potential customer complaints
* Well organised with ability to work to tight deadlines
* Strong understanding and respect for confidentiality
* Strong written and verbal communication skills
* Accurate keyboard and data entry skills
* Maintains a professional conduct at all times, remaining calm and in control.
* Excellent telephone manner.
* Ability to work cooperatively within a team and on own initiative
* Customer service focussed
* Proficient user of Microsoft Office programmes

Desirable * Some generalist HR experience, with working knowledge of theory and best practice HR policy
* Experience of working in a HR Shared Service Centre or busy modern HR department
* Experience of working in a team environment
* Understanding of HR processes, policies and procedures
* Experience of using SAP HR / CSM system
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Brand Notoriety
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| * Rigorous management of results
 | * Innovation and Change
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| * Commercial Awareness
 | * Business Consulting
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| * Employee Relations
 | * HR Service Delivery
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| * Employee Engagement
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| 9. Management Approval – To be completed by document owner |
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| Version | V3 | Date | September 2015 |
| Document Owner | Carmen Drinkwater |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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