

# Compliance Manager

 gateway  
qualifications

*learning your way*

## A message from the Chief Executive Officer

Welcome to Gateway Qualifications! It is my pleasure to introduce you to our company.

We are a dynamic and growing company with ambitious targets and a determination to succeed. We are a charity, motivated by supporting our centres and our learners to meet our charitable aim of widening participation for all. Meeting the needs of our learners, which we do by our particular brand of personalised support for our delivery centres, is the driving force of the company.

Gateway Qualifications' has a long and successful history, starting back in the mid-1980s with the emergence of what became known as the Open College Network movement. Since that time we have adapted and changed to meet the developing needs of our centres and our learners, to become the successful company we are proud of today. We are not afraid of change, in fact we embrace it!

As an ambitious and go-getting company, we are keen to attract like-minded people to work with us, for it is only through our people that we can continue our success story. If you feel you would thrive in a company such as ours, we would be delighted to meet you.

## Compliance Manager

Full time  
Permanent contract  
Office based  
Salary range: £38,802 - £44,737 per annum

Gateway Qualifications is a dynamic and growing awarding organisation with ambitious targets and a determination to succeed. We are a charity, motivated by supporting our centres and our learners to meet our charitable aim of widening participation for all.

As an ambitious and go-getting company, we are keen to attract like-minded people to work with us, for it is only through our people that we can continue our success story.

We are looking for an experienced **Compliance Manager** to oversee, manage and reduce regulatory risks to the business. You will act as the primary contact for regulatory queries from stakeholders, customers and regulators, including other Awarding Organisations. The compliance manager will review all internal systems and processes ensuring that the organisation meets the regulatory requirements of Ofqual, Qualifications Wales and QAA. The individual will have to be able to lead and motivate staff across the organisation to meet challenging targets and actions. The Compliance Manager will need to support the senior management team, advising them of all regulatory changes to inform business planning and strategic decision making.

If you are looking for a rewarding part time role where you can use your skills and experience to help us shape the future of standards scrutiny in centres, we'd like to hear from you.

If you want to join our team and contribute to our success, please visit our website (<https://www.gatewayqualifications.org.uk/careers/vacancies/>) where you will be able to access further information and make an application.

## Job description

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Job Title	Compliance Manager
Reports to	Director of Awarding
Working Hours	Full time. Hours to be agreed with Manager.
Location	Office based
Management of:	All regulatory compliance matters across the organisation, ensuring that all staff are fully aware of the requirements

## Job purpose

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- To oversee, manage and reduce regulatory risks to the business and act as the primary contact for regulatory queries from stakeholders, customers and regulators, including other Awarding Organisations
- To inspire, lead and motivate the employees within your areas of responsibility to live the values of the company and operate in a high performing aspirational culture
- To support the senior management team, advising them of all regulatory changes to inform business planning and strategic decision making

## Responsibilities and accountabilities

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- To be accountable for compliance with the regulatory criteria across all Regulators (QAA, Ofqual, Qualification Wales, CCEA)
- To act as a key point of contact with Qualifications Regulators.
- To extract data from systems and produce reports as requested by the business or by the regulators.
- To manage, improve and support the cross-company self-evaluation process and preparation of the annual statements of compliance.
- To monitor the self-evaluation process, allocating conditions and licensing criteria to key staff, capturing key information and updating all sections within the Prism database.
- To support teams to carry out self-evaluation activity in their department and monitor their progress against agreed timescales for completion. This should include identification of relevant performance indicators wherever possible.
- To undertake internal compliance checks, reviews and interviews across departments to ensure that teams are meeting regulatory requirements.
- To assist senior colleagues in the co-ordination and response to regulatory external audits, thematic reviews and data requests.
- To have overall responsibility for the development, implementation, maintenance and review of organisational policies and processes to meet legal and regulatory criteria.
- To improve and consolidate the internal quality audit functions to ensure on-going cross company compliance with regulatory requirements using a risk-based approach which supports the core delivery and functions of the business and identifies opportunities for improvements and lean outcomes.
- To review the policies and procedures related to risk and adverse effects across the business.

- To identify develop and implement the monitoring and reporting tools to provide the Board of Trustees, SMT, and the Regulators with an on-going overview and understanding of the status of Gateway Qualifications' regulatory compliance and malpractice and maladministration investigations.
- To identify preventative actions that Gateway Qualifications needs to take to prevent reoccurrences of centre issues that could or have led to investigations.
- To research regulatory compliance models and develop and maintain effective working relationships with key senior stakeholders and education sector contacts, key partner organisations, other regulated industries and awarding bodies to exchange best practice and ensure that Gateway Qualifications is a proactive and dynamic organisation.
- To contribute to investigations as required.

### **General statement included in all job descriptions**

- You will create an environment of service excellence by engaging and thinking from a customer perspective and be highly motivated to deliver outstanding customer service at all times.
- You will ensure that you are aware of and comply with all the policies procedures and practices of the organisation.
- You may be asked to undertake any other duties commensurate with the nature and level of the post.
- The duties and responsibilities outlined in this job description are liable to change to meet the needs of the business. The Chief Executive Officer will discuss and agree any significant changes that arise.

### **General statement included in all management job descriptions**

- You will ensure that staff are treated consistently, equally and fairly in your management of their performance. You will motivate, inspire outstanding performance and deal appropriately with performance that needs to be improved.

## Person Specification

### Short listing criteria identified from application process

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- Evidence of level 5 qualifications or beyond
- Evidence of continued professional development
- Substantial experience and understanding of, and commitment to, post 14 learning.
- Substantial knowledge and experience of Regulatory requirements (QAA, Ofqual, Qualification Wales, CCEA)
- Knowledge of current policy issues and developments in post 14 education and training.
- Experience of working within awarding organisations and regulatory structures
- Experience of working with external agencies such as QAA and Ofqual

### Qualities and skills to be assessed at interview

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- Project management skills
- Experience of building and maintaining relationships with a range of organisations
- Experience of developing business with a complex and varied set of clients
- Ability to plan strategically
- Strong understanding of the education sector
- Good IT skills
- Ability to work under pressure and to meet targets with tight deadlines
- Ability to manage multiple projects and ensure all keep to timescales
- Ability to build and maintain relationships with senior managers in a range of organisations
- Ability to meet agreed business targets
- Strong interpersonal skills
- Strong communication skills
- Ability and commitment to work as part of a team, inspiring others to meet challenging targets and expectations
- Ability to work on own initiative
- Self-motivated with a flexible approach to work and a willingness and ability to keep informed about relevant changes and to adapt and develop in response to change.
- Able to enjoy the challenge of a varied and unpredictable workload
- Attention to detail
- Flexible and adaptable
- Committed to equal opportunities
- Presents a professional image
- Willingness to travel frequently across the region and nationally on occasions
- Current driving licence

## Candidate information

### Introduction about Gateway Qualifications

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#### A message from the staff

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You can read all the facts about us on our website, but we thought that we'd introduce ourselves from the staff point of view. We are a business which is also a charity and the staff take pride in our main purpose of supporting our centres. It's a key part of what we do.

We are small enough to care but large enough to be able to invest in technology so that we can add value to our roles by working with our centres and our learners.

We have a small senior leadership team who are really approachable. They sit in the same office space and are truly part of the team. We also have an excellent Board of Trustees that invests in us as an organisation so that we can do more for our customers.

We've been through a lot of changes in the last five years, and no doubt there will be more to come as the qualification marketplace evolves! As the staff team we are innovative and embrace change so that we can all join in and celebrate as well as having a bit of fun.

We hope you feel that you want to join the team and look forward to meeting you.

### Working at Gateway Qualifications

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**Our latest staff survey says 93% of people enjoy working at Gateway Qualifications.**

We are an Investors In People Gold award organisation. We have excelled in our leadership and management practices and our IIP report is a great read about our culture.

We have 30 core staff, supported by our wider workforce and our consultants who form a total team of about 80 people in total. We are based in Colchester for our main office but have colleagues all around the country and some staff work from home depending on the job role.

### Our Values

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**We believe in involving our staff in all aspects of the business.**

Staff decided on our values and behaviours so that it means something to them. These are our values and we expect everyone to demonstrate these in their everyday work.

We also have a staff involvement group who meet the CEO once a quarter to have a chat through our strategy and any issues that staff want to raise. It's a chatty meeting.

## ***Our Values***

### ***Partnership***

- Working together
- Supporting teamwork across the organisation
- Communicating, listening, supporting and collaborating

### ***Integrity***

- Behaving ethically, with openness and honesty
- Trusting and respecting each other
- Taking ownership of our performance

### ***Originality***

- Embracing change
- Thinking creatively and innovating
- Encouraging positive risk taking

### ***Quality***

- Getting it right first time, every time
- Taking pride in what we do
- Continuously improving



## The Benefits

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### Salary

We all like to feel we are fairly rewarded for the hard work that we complete. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have moved to an open and transparent pay scale model which rewards staff through a 6 point pay scale.

You will be able to progress through the scales based on achieving your objectives and contributing to a successful organisation. The scales are regularly benchmarked, and we think we pay competitive salaries.

Talk to us if you have any queries about the pay as we like to attract the best candidates.

### Bonus

We like to share in success. If we are successful and achieve our targets, then the Board have the discretion to award us all with a lump sum bonus scheme. We are not sure of the amounts from year to year, but everyone will benefit in our team success.

### Pension

We offer a fantastic pension scheme. It is career average pension and part of the University Superannuation Scheme which is a defined benefit scheme. Currently you pay 8.8% and we pay 19.5% contributions. It is one of the best that you can get and makes a lot of difference to your overall package.

### Working hours

We offer a full time working week of 35 hours. This is a great benefit but we do sometimes ask for flexibility to work more when we need it and then take a bit of time off another day with your manager's agreement. We don't do clock watching or filling out timesheets. We trust our staff to do the right thing.

### Holidays

We offer a generous holiday entitlement. In line with our harmonized terms and conditions, we offer the same holiday to all our staff as we believe that we should treat all staff equally. The full-time entitlement is 30 days leave plus the 3 days in between Christmas and New Year, plus the bank holidays. If you work part-time this is pro-rata.

### Office Environment

We are based in new offices in a Colchester Business Park, designed just for our needs to help us communicate and socialize. We have a shared kitchen area with tables for lunch. We work in open plan but have lots of meeting rooms so that we can discuss issues with colleagues or work quietly. It's a fairly relaxed environment, but we work hard.

## **Free car parking**

One of the best things about our building is the free car parking just outside the door with lots of space for everyone. There are also good transport links for the bus service if you prefer a more environmental approach.

## **Home based staff**

Whilst we've invested in the premises for office staff, we have also looked after our home-based staff with good investment in technology to give you good access and flexible availability. We have a good voice conferencing facility so you can join in the meetings without all the travelling.

## **Relocation Expenses**

We want the best people to join us so if you need to relocate, we can talk about how we can support you.

## **Flexible Working**

We offer a range of options if you need to work flexibly. We have flexible start and finish times depending on your job role and we do need to keep the customers happy. We also like to keep our staff happy and find that some flexibility over working hours and occasional appointments means a lot to people. We ask for some flexibility in return but you work with your manager to agree what's best for you.

## **Sick pay**

Although we hope you don't need to use it, it is reassuring to know that if you need to be off sick for major illnesses then we are able to support you with a generous sick pay scheme. The benefit increases with service up to 6 months' full pay and 6 months' half pay.

## **Career development**

We offer some great opportunities to develop your skills and your career. Many of our staff have been internally promoted and have had investment in their training and development over the years. We particularly offer working on cross-functional project teams which means you get to find out all about other areas and use your strengths for the benefit of the business.

## **Aspiring manager's programme**

We know that it is hard to break into management, so we have offered a tailored and bespoke Gateway Qualifications' management programme for any staff who aspire to become managers. It is on a voluntary basis and staff are trained alongside our middle and senior managers to fully understand the role. Already three of the aspiring managers have been promoted into new roles, utilising their newly found confidence and skills.

### **Team Building Event**

We have an annual team building event, where each team gets to spend half a day together away from the office doing something fun. Last year we had raft building, rowing and golf. You get to choose as a team, have a bit of budget and as long as you have fun and all go as a team there are no rules.

### **Celebration**

We like to celebrate and are conveniently situated near a Costa Coffee and other lovely restaurants. We do a regular Costa coffee run, have a celebration breakfast together and support events like MacMillan Coffee mornings. Also, we always do seem to have a lot of cakes in the office.

### **Supporting You**

We have a performance management scheme that we hope supports you as an individual to improve your contribution to our success. You will have a one-to-one meeting with your manager on a monthly basis and we monitor to make sure the meetings take place and are useful. You'll also have a mid-year review and an annual performance appraisal where your objectives will be agreed. If you need extra support during the year then we can arrange training or extra coaching if this is appropriate.

### **Communication**

All organisations say that they can improve communication and we are the same, but we do try our hardest to keep everyone up to date. We have the main Thursday training for our office staff and home-based staff dial in to join in with the update. Everyone shares their key priorities and then we have updates from the managers about all sorts of topics which help with the changing business environment.

We have regular staff days, where we take time out away from the office all together and have the opportunity to input into the strategy, learn new skills and have a bit of fun at the end. We recently tried to do the 'human knot', survive on the moon, and won an Oscar.