

Centre Compliance Officer

 gateway
qualifications

learning your way

A message from our Chief Executive Officer

Welcome to Gateway Qualifications

Our vision is 'to be the awarding organisation of choice, supporting learners and apprentices through their gateway to success'.

We do this by creating the highest quality products and services that are accessible to all learners and apprentices and that meet the needs of all types of providers.

Our expert teams have been supporting providers and supporting learner success for more than 30 years. Over that time, we have constantly evolved to remain responsive to our customer requirements and the changing demands of the learning and skills sector.

Our own success is supported by our genuine desire to provide the best service possible, through sharing our expert knowledge and sector experience, and by building strong working relationships with centres and partners.

If you work hard to be the best in your field and thrive on working as part of a team, we would like to hear from you.

It is only through our people we can continue our success story. We look forward to meeting you.

Fabienne Bailey
CEO

About Gateway Qualifications

At Gateway Qualifications our focus is on creating the highest levels of in-demand qualifications which are accessible to everyone enabling all learners to thrive. To do that, we want people working with us who represent and reflect the diversity of everyone in the UK. As an equal opportunity employer, we therefore encourage applications from people of all backgrounds and are committed to employment practices that promote diversity and inclusion.

As an Awarding Organisation we offer a wide range of Regulated qualifications, Apprenticeships and Access to HE Diplomas and can develop new qualifications and quality assure in-house training.

By joining Gateway Qualifications, you'll become part of an award-winning team dedicated to making a meaningful difference in the lives of learners. Our commitment to excellence has been recognised across multiple categories at the Federation of Awarding Bodies (FAB) Awards, including accolades for our qualifications, learner support, innovation, and collaborative partnerships.

We're proud of the impact we make, and we're excited to welcome others who share our passion for quality, integrity, and learner success.

How To Apply

If you are interested in this role, apply through our careers page, by clicking on the 'Apply Now' button at the bottom of the page. Please ensure you attach your CV and a Covering Letter explaining why you are suitable for the role.

The closing date for applications will be midday on Friday, 21 August 2026.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. We may also consider applications as they arrive and may start interviewing prior to the closing date. Therefore, if you are interested, we encourage you to submit your application as early as possible.

All candidates shortlisted for interview will be required to complete an online digital literacy skills assessment and/or a role-related task as part of the selection process.

Interviews will be held online to ensure accessibility and flexibility for all candidates.

- **First stage interviews are expected to take place during the week commencing 7 September 2026.**
- **Second stage interviews are planned for week commencing 14 September 2026.**

Please note that you must have proof that you have the right to work and live in the UK.

Guided by our values of **Partnership, Integrity, Quality and Originality**, we are committed to creating an inclusive workplace where diverse perspectives are respected and valued. We welcome applications from people of all backgrounds, including those who bring different perspectives, identities, life experiences, or ways of thinking.

As part of our commitment to building a more balanced and representative organisation, we particularly encourage applications from groups currently under-represented within our workforce, including men, people from ethnic minority backgrounds and younger people.

JOB DESCRIPTION

Job Title	Centre Compliance Officer
Reports to	Centre Compliance Manager
Division/Department	Awarding / Quality and Standards
Employment Status	Permanent
Working Hours	Full-time – 35 hours per week. Hours to be agreed with the manager and may be subject to change to respond to customer needs.
Responsible for	n/a
Location	Remote with occasional travel to our Colchester office (CO3 8AB) and centres, particularly when conducting investigations. Flexibility to travel is important.
Salary Range	£27,960 - £33,140 per annum

Job Purpose

To provide specialist support and coordination of centre compliance activities, ensuring centres operate in accordance with regulatory requirements. The Centre Compliance Officer is responsible for conducting and coordinating malpractice and maladministration investigations, managing centre withdrawals and closures, monitoring compliance risks, and providing guidance to centres and colleagues while supporting the Centre Compliance Manager in maintaining compliance with regulatory requirements and protecting learner interests.

Responsibilities and Accountabilities

To be accountable for:

- Managing and maintaining accurate records of investigations, sanctions, appeals, Centre conflicts of interest, Centre recognition withdrawals, and all associated centre communications.
- Supporting performance monitoring processes through analysis and interpretation of data.

To be responsible for:

Centre Compliance Administration and Monitoring

- Monitoring the centre compliance inbox and ensuring timely responses to enquiries.
- Maintaining accurate records relating to investigations, sanctions, appeals, conflicts of interest, centre withdrawals and associated communications.
- Monitoring ongoing cases and ensuring actions are progressed to conclusion.
- Producing reports, management information and data analysis for internal stakeholders.

Malpractice and Maladministration Investigations

- Conducting and coordinating, and or leading where appropriate, investigations into suspected or reported malpractice and maladministration cases in accordance with regulatory requirements.
- Undertaking initial assessments of allegations and compliance concerns.
- Gathering, reviewing and evaluating evidence from centres and internal stakeholders.
- Preparing investigation reports, recommendations and regulatory notifications for review by the Centre Compliance Manager and/or the Malpractice Panel.
- Recommending and coordinating the implementation and monitoring of sanctions, action plans and remedial activities.
- Participating in centre visits and external investigations where required.

Appeals and Conflicts of Interest

- Coordinating appeals activities in line with organisational policies and procedures.
- Preparing papers and supporting appeal panel meetings.
- Managing centre-related conflict of interest declarations and supporting the implementation and monitoring of appropriate controls.

Centre Withdrawals and Unplanned Centre Closures

- Managing voluntary and involuntary centre withdrawal activities.
- Managing and coordinating risk assessments and exit planning activities to protect learner interests.
- Coordinating responses to unplanned centre closures and supporting arrangements for learner continuity.
- Liaising with internal teams, centres and external stakeholders to support effective management of centre closures and withdrawals.
- Ensuring all regulatory notifications and documentation are completed accurately and on time.

Quality Assurance and Continuous Improvement

- Monitoring trends and patterns in compliance issues and escalating emerging risks to the Centre Compliance Manager.
- Contributing to the development and review of compliance policies, procedures, guidance and supporting documentation.
- Delivering guidance and training to centres and colleagues on compliance-related matters.
- Supporting audits, regulatory reviews and continuous improvement activities.

General

- Supporting project work and departmental initiatives as required.
- Meeting agreed service levels and providing excellent customer service in accordance with organisational policies and procedures.

- Supporting the work of other teams where required.

General Statement

- All staff are expected to create an environment of service excellence by engaging and thinking from the customer's perspective and being highly motivated to deliver outstanding customer service.
- All staff are expected to be aware of and comply with the policies, processes, and procedures of the organisation.
- You may be asked to undertake other duties commensurate with the nature and level of the post, such as line management of Officers, should the need arise.
- 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.

Person Specification (Shortlisting Criteria)

Qualifications

- Educated to Level 3 or equivalent professional experience in a compliance, regulatory, quality assurance, audit, investigations, or education environment.

Experience, Knowledge and Skills

Essential

- At least 2 years' experience in an awarding organisation, AVA, education setting, or equivalent relevant experience in a compliance-related field.
- General understanding of regulatory compliance and risk management principles.
- Proven track record in supporting and/or managing investigations, particularly around malpractice or maladministration.
- Experience of evaluating and presenting statistical and qualitative data.
- Strong written and oral communication skills.
- Solution-focused, resilient and adaptable.
- Excellent time management skills, with the ability to work to deadlines, while managing and prioritising your own workload to ensure efficient and effective outcomes.
- Excellent attention to detail and accuracy.

Desirable

- Professional qualification in compliance, risk management, audit, governance, investigations, quality assurance, or a related field.
- Recognised qualification in education, assessment, internal quality assurance (IQA), or auditing.
- Training or certification in investigation techniques, safeguarding, or data protection.
- Advanced Microsoft Office skills, particularly Excel, Word, Outlook and Teams.
- Knowledge and understanding of Qualification Frameworks: Ofqual, QAA, QIW.

Personal Attributes

- Ability to relate to and work in line with our Values.
- A commitment to providing excellent customer service, both externally to our clients and customers and internally to colleagues.

- Ability to work independently and on own initiative.
- Self-motivated with a flexible approach to work and a willingness to undertake regular Continued Professional Development (CPD).

Working at Gateway Qualifications

We are both a business and a charity, united by a mission to support our centres and empower education across the UK.

Our leadership team and Board of Trustees is deeply committed to our educational and charitable goals, ensuring everything we do is driven by purpose and impact.

We take pride in our customer-focused approach, collaborating with schools, colleges, charities, and learning providers nationwide to deliver meaningful outcomes.

Our team is made up of 70+ core staff, supported by a wider network of consultants and associates (our wider workforce), bringing our total workforce to around 200 dedicated professionals.

Our Company Values

We believe in involving our staff in all aspects of the business. We asked them to choose our values and behaviours so that it means something. We expect everyone to demonstrate these in their everyday work when representing Gateway Qualifications. All staff and Wider Workforce are expected to conduct their work in line with the organisation's 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

Striving to do things right every time.
Taking pride in what we do
Continuously improving

Our Benefits

Salary: We all like to feel we are fairly rewarded for our hard work. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have an open and transparent pay scale model that 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 believe we pay competitive salaries. We are happy to talk through any queries about the pay as we like to attract the best candidates.

Pension: We offer a fantastic pension scheme. You can pay into the University Superannuation Scheme which is a defined benefit scheme where your pension will be based on your career average salary. Feel free to ask more about this later in the recruitment process.

Annual Bonus: We like to share our success with our staff. If the business is thriving and we achieve our targets, then the Board has the discretion to award all employees with a lump sum bonus. The amount changes from year to year but it means everyone benefits in our team success.

Homeworker Allowance: All employees that work remotely receive a monthly Home Worker Allowance as a contribution towards the costs of utilities.

Working Hours: Our full-time working week is 35 hours. This is a great benefit, but we do sometimes ask for flexibility. This may mean working more hours when we need it and then taking 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.

Flexible Working: Our core office opening hours are 8.30am to 5.30pm and we have flexible start and finish times within these hours depending on your job role. We understand that things can change, or you may have the occasional appointment during work hours, and we are happy to accommodate this with your manager's approval.

Holidays: We offer a generous holiday entitlement of 30 days leave plus Bank Holidays. We also close between Christmas and New Year. If you work part-time this is pro-rata.

Supporting You: You'll have regular monthly one-to-one meetings with your manager and quarterly reviews where objectives will be set.

Continuing Professional Development (CPD): We encourage all staff to continue to learn and grow in their careers and we also encourage personal development. All staff are given individual LinkedIn Learning licences, which provides access to thousands of general and specialised learning opportunities.

Communication and Get Togethers: We know how important it is to keep everyone up to date with what's happening across the organisation and sector, while working

remotely. Therefore, we have weekly Thursday Training for all staff where key priorities and learnings are shared and monthly Newsletters for general news and updates.

Working from home can sometimes feel a little removed, so we also manage to squeeze in regular virtual team socials, and we also get together for staff days out. As well as learning new skills these days out of the office are great fun. Previous staff days have included treasure quests, getting creative with power tools, and feeding giraffes and elephants!

Technology & Equipment: We provide all our staff with the necessary technology and equipment for their job role. Staff are required to ensure their home working environment is suitable with an appropriate desk and chair, a reliable, high speed internet connection, and a quiet place to work.

Sick Pay: Although we hope you don't need to use it, it is reassuring to know that if you need to be off work due to a major illness 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.

Wellbeing Benefits: We have partnered with some amazing health providers, to ensure that our staff (on completion of probation) have access to 24/7 wellbeing benefits. These include an Employee Assistance Programme (EAP) and Health Cash Plan.

Accreditations

