

Job Title: Compliance Officer

Salary: £28,000 - £33,000

Reporting to: Compliance Manager

Purpose of the Role: The Compliance Officer will assist the Compliance Manager in supporting the day-to-day operations of the Compliance team, ensuring efficient delivery of compliance-related workstreams across various areas. This role requires a strong commitment to Clear Safety's core values — Safety First, Integrity, Professionalism, Dedication, Customer Centricity, and Innovation — while ensuring tasks are completed to a high standard and within agreed timeframes.

Key Responsibilities:

1. Operational Support and Compliance

- Assist in managing day-to-day operations across multiple compliance workstreams, including Domestic and Commercial Gas, Electrical, Fire Safety, Water Hygiene, and M&E, ensuring each is completed accurately and in line with compliance standards.
- Provide support in delivering desktop audits and other programmed works with consistency and attention to detail.
- Manage the import process of compliance-related data across all workstreams, addressing import failures to maintain data integrity.
- Assist with the return process for rejected compliance-related submissions across all workstreams and help ensure timely resolution of issues.
- Conduct validation and verification of compliance-related records and reports to ensure adherence to regulatory standards.
- Support compliance-related workstreams to ensure timely delivery and compliance.
- Prepare compliance and post-inspection audit reports, ensuring clarity and accuracy.
- Produce weekly and monthly reports for review and approval by the Compliance Manager.
- Ensure the availability of relevant documentation before Client Contract Meetings and attend these meetings when required.
- Collaborate with the Service Department to support effective service delivery for inspection audit services.
- Assist in identifying and integrating best practices to improve departmental activities.
- Complete audit-related reports and maintain high standards through consistent quality checks.

2. Collaboration and Communication

- Build positive relationships with internal teams and external contractors to ensure effective communication and collaboration.
- Support cross-functional teamwork to enhance service delivery and operational efficiency.
- Participate in meetings, providing valuable insights to promote continuous improvement.

3. Training and Professional Development

- Participate in training sessions to enhance skills and maintain up-to-date knowledge of industry standards and compliance practices.
- Share knowledge and contribute to the development of team members through support and guidance.

4. Health and Safety Compliance

- Promote a proactive safety culture, ensuring the team adheres to Clear Safety's health and safety policies.
- Take personal responsibility for ensuring the work environment — whether remote or in-office — is compliant, organised, and safe.
- Identify and report safety or safeguarding concerns promptly, contributing to a safe and supportive working environment.

5. Clear Safety Values:

- **Safety First:** Actively promote and uphold a strong safety culture within the team. Continuously monitor operations to ensure adherence to safety procedures, regulations, and best practices. Proactively identify and mitigate risks to ensure all tasks are completed safely and compliantly. Encourage open communication, allowing team members to raise safety concerns and contribute to improvements.
- **Integrity & Professionalism:** Demonstrate honesty, transparency, and consistency in all supervisory and management responsibilities. Lead by example, upholding ethical standards and treating all team members, colleagues, and clients with fairness and respect. Ensure decisions are made objectively based on clear principles while maintaining confidentiality and professionalism. Hold yourself and others accountable for delivering high-quality work and maintaining Clear Safety's commitment to excellence.

- **Dedication:** Show unwavering commitment to the development and success of the team through continuous support and guidance. Foster a collaborative environment where team members feel valued, motivated, and encouraged to take ownership of their work. Conduct regular one-to-ones, performance reviews, and coaching sessions to help individuals grow and improve. Recognise and celebrate achievements while proactively addressing challenges to maintain a high-performing team.
- **Customer Centricity:** Ensure that customer needs and expectations are at the forefront of all decision-making and service delivery. Build and maintain strong relationships with clients by being proactive, responsive, and solution-oriented. Ensure all interactions are handled with professionalism and efficiency. Regularly seek feedback from clients and team members to identify areas for improvement and maintain high service levels.
- **Innovation:** Encourage continuous improvement by identifying and implementing new ways to enhance processes, efficiency, and service quality. Promote a culture where team members feel confident sharing ideas and exploring creative solutions to challenges. Stay informed about industry advancements and best practices, integrating relevant innovations into daily operations. Strive to streamline workflows, optimise resource allocation, and leverage technology to improve team operations and client service.

This role requires: A proactive, detail-oriented individual with strong organisational skills and the ability to work effectively under pressure. The ideal candidate will demonstrate excellent communication skills, professionalism, and a commitment to achieving high standards of service delivery. They should possess strong IT skills and be able to work effectively both independently and as part of a team.