

EIL UK Job Description



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| Post: | Compliance & Records Officer |
| Salary: | £24,000 - £30,000 pro rata, depending on experience |
| Working hours: | 0.4 – 0.6 Full Time Equivalent - hours can be spread over the week e.g. 3-4 days |
| Flexible working: | Flexible options are available for this post: <ul style="list-style-type: none">• Remote or hybrid working;• TOIL (time off in lieu) for pre-agreed additional hours. 0.2 FTE (1 day) may be worked outside office hours in the evening or weekends;• Family friendly work practices available e.g. reduced hours in school holidays. |
| Annual Leave: | 25 days p.a. pro rata + bank holidays. Additional leave for long service. |
| Benefits: | Pension scheme, death in service cover, health plan with options to add family members. Reductions for family and friends on overseas travel. |
| Status: | Contract for 1 year – may be extended by mutual agreement. |
| Place of work and other locations: | Hybrid working - 1 day per week (or 2x half days) in the office at 17 Graham Road, Malvern combined with home working - must live within 1 hour of the EIL offices. Remote working - occasional visits to the EIL offices will be required. Hybrid and remote working - occasional travel to other locations as required. |
| Responsible to: | Chief Executive |

Overview of the role

The Records Officer works at the heart of the charity as part of the Executive Team. This is a varied and rewarding role. As a charity and not-for-profit charitable company limited by guarantee, we have to be compliant at all times and meet the requirement of our regulators and registrations. You will work closely with other staff, especially the Chief Executive and Data Coordinator, to ensure that the records we hold are accurate and appropriate for the purpose for which we hold them.

You will be responsible for:

- Ensuring the organisation's information and records policies and procedures are fit for purpose so that we operate within the law
- Liaising with volunteers and EIL staff to prepare information for our service providers in England and Scotland who carry out the safeguarding checks
- Assisting the Chief Executive in administering the charity's registrations and compliance, including risk management and business continuity plans
- Updating EIL's policies and procedures so that they remain compliant and fit for purpose
- Drafting agreements and contracts and monitoring contract compliance
- Supporting the Chief Executive with HR and governance activities

Main responsibilities

As EIL's Records Officer, you will need to:

1. Information compliance
Ensure EIL's information and privacy policies and procedures are compliant and fit for purpose; lead on the organisation's policies and procedures to ensure that the organisation's information, records and archives are well kept and comply with the law (including GDPR), registrations and duties required by regulators including the Office of the Information Commissioner. Monitor and report on progress against plans.
2. HR
Assist the Chief Executive with HR, ensuring holiday, TOIL and sickness records are accurate and kept up to date; provide the Chief Executive with HR support, e.g. in securing references; maintaining the staff handbook and supporting starters and leavers.
3. Safeguarding checks
Prepare documents for EIL's service providers who administer safeguarding (DBS and PVG) checks on EIL staff, volunteers and hosts; keep records in good order; and maintain EIL's Safeguarding Records.
4. Safety and security
Lead on office security and safety; arrangements for fire and electrical testing; ensure that records on risk and health and safety issues and activities are well kept.
5. Contract compliance, service levels and standards
Assist the Chief Executive with the drafting of agreements and contracts; monitor compliance against contracts and agreed standards.
6. Governance
Support the Chief Executive to ensure the organisation operates to Governance Codes and the charity's governance records are accurate and kept up to date, including minutes of meetings; collect and prepare information for regulators' registers and annual returns; assist with preparations for internal and external audits.
7. Complaints and commendations
Monitor complaints to ensure they are dealt with appropriately; provide administrative support for awards and recognition schemes.
8. Corporate events
Assist with the Annual General Meeting and ensure good records are kept of attendance, proceedings and suppliers.
9. Other duties
Assist the Chief Executive by providing administrative support for a variety of tasks and projects. Undertake any other administrative duties or tasks within the scope and role of this post.

Key competences

The post holder needs to be a motivated, highly organised, self-reliant individual with experience in compliance, record keeping or governance who can work accurately and quickly.

Interpersonal skills

- A warm, friendly manner, someone who is approachable with the ability to build and sustain relationships with people at all levels
- Excellent organisational and communication skills (both verbal and written)
- High level interpersonal, negotiation and problem-solving skills
- Able to work on own initiative (efficiently manage own time and workload) and work well in a team
- Comfortable working with officials and a wider range of agencies
- Professional manner, accurate and attentive to detail
- An understanding of the key principles of customer care
- Ability to deal with several tasks and competing priorities to meet deadlines
- Flexible and positive person with a helpful attitude who adapts to change

Organisational skills and experience

- The ability to deal with information in a confidential manner and respond with sensitivity
- Good numeracy skills and ability to analyse information and take a logical, evidence-based approach
- Administrative and IT skills (MS Outlook, Word, Excel and PowerPoint), and an ability to maintain records and produce clear written and oral reports
- Digital/database experience along with numerical skills

Qualifications and experience

- Experience of compliance and ability to keep abreast of relevant legal issues/developments on compliance
- Experience of standards and risk management
- Awareness of safeguarding
- Sound IT skills, proficient in Microsoft Office (Outlook, Word, Excel and PowerPoint), databases, websites and social media

Other duties and requirements

- Contribute to EIL's annual business plan, strategies and plans
- Commitment to the aims and values of the charity
- A full enhanced DBS check will be required which will be paid for by EIL UK.
- Flexible working hours outside normal office hours such as early evenings and occasional weekends
- Occasional overnight stays e.g. for the AGM

EIL UK provides expenses for travel and subsistence.

All EIL staff must complete an enhanced DBS check (PVG in Scotland), for which the charity will pay, and must be willing to undertake safeguarding training and responsibilities.

You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment.

As this role may require evening and weekend working, you must be willing to work out of office hours, evenings and occasionally some time at weekends. Additional hours will incur TOIL (time off in lieu of time worked) and must be agreed in advance with your line manager.

EIL UK is an equal opportunities employer that values diversity, and we are committed to providing equal employment opportunities for all employees and all applicants for employment.

How to apply

Applications will be accepted on EIL's [application form](#) (no CVs) including a personal statement outlining how you meet the needs of the role.

Email your application to info@eiluk.org or post your completed application form to Sue Preece, EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR.

Applications: [application form](#)

Interviews: To be arranged.

Agencies: No agencies thank you.

Deadline: Applications must reach EIL UK by 12 noon Friday 3rd March