

Kent County Council

Job Description: Senior Compliance Officer

Directorate	Growth, Environment and Transport
Unit/Section	Public Transport
Grade	KR8
Responsible to	Public Transport Business Manger

Purpose of the Job

Undertake a range of functions supporting the Public Transport Business Manager within the Department, ensuring that suppliers are registered in accordance with the Council's procurement processes and their services are compliant with the Council's requirements. To undertake investigation and monitoring of services provided under contractual arrangements

Main Duties and Responsibilities

1. Supervise staff engaged in administrative functions supporting the postholder's core tasks.
2. Ensure that intending suppliers engage appropriately with the Council's registration requirements and that all registrations are processed in accordance with agreed protocols.
3. Facilitate the maintenance of approved supplier records and ensure that all information necessary to maintain their status is received and recorded, taking appropriate action to investigate any deficiencies.
4. Monitor the management of service complaints in accordance with departmental procedures and produce accurate and timely reports as required.
5. Work closely with Public Transport Inspectors and transport teams to ensure that inspections are focussed where appropriate and that actions arising are followed up in accordance with relevant policy.
6. Attend off-site multi-agency transport inspections to ensure contractual compliance and follow up issues identified.
7. Monitor supplier performance and undertake investigative activities as necessary to enable remedial management action to be implemented. Undertake work to validate compliance with contractual obligations and propose and implement solutions to facilitate service improvement.
8. Liaise with external agencies and regulatory bodies to ensure that relevant information in relation to supplier issues is shared and that appropriate action taken where necessary.

9. Support the processing of DBS applications, using the Council's web-based system, including examining supplier staff information and maintaining records in accordance with Council policy and relevant legislation.
10. Ensure supplier staff undertake specified training and are correctly assessed and authorised.
11. Handle routine correspondence and telephone calls from suppliers and clients on a range of matters including service delivery.
12. Maintain accurate records, both manual and electronic, to support the department's functions including contractual documentation, supplier registrations and other relevant information.
13. Plan and organise own work to identified priorities. Deal with routine and unexpected tasks and provide support to other members of the Department to ensure that deadlines are met.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Senior Compliance Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
Qualifications	GCSE / NVQ2 level or relevant experience
Experience	<ul style="list-style-type: none"> • Experience of working in within a regulatory or enforcement environment • Experience of effectively dealing with customer queries including complaints • Experience in Microsoft Office applications and/or other database or bespoke ICT packages
Skills and Abilities	<ul style="list-style-type: none"> • Ability to work with a limited degree of direct supervision to set deadlines • Ability to communicate effectively at all levels with a wide range of contacts • Time management skills along with the ability to identify and review priorities in relation to changing business needs
Knowledge	<ul style="list-style-type: none"> • Understanding of passenger transport licensing legislation • Awareness of Data Protection as relevant to the role • Awareness of relevant safeguarding legislation and policy • Awareness of the Council's functions in relation to transport and ancillary services
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make