

PERSON SPECIFICATION

COMPLIANCE AND REGULATION MANAGER

	Essential/ Desirable
Qualifications <ul style="list-style-type: none"> • Educated to Level 4 or equivalent experience • Professional qualification relevant to the post 	E D
Knowledge and Experience <ul style="list-style-type: none"> • Demonstrable experience of working with compliance/quality assurance • Experience of working in a regulated environment • Experience of working within an awarding organisation • Experience of managing self-assessment • Experience of using the regulators systems and of General Conditions of Recognition • At least two years' experience in a role working with external stakeholders/customers • Line management experience with ability to manage the performance and development of others • Experience of working with multiple teams • Experience of carrying out internal audits 	E E E D E E E D
<ul style="list-style-type: none"> • Skills • High standards of accuracy and attention to detail • Excellent management skills • Excellent written and verbal communication skills presenting information logically and concisely in ways that promote understanding • Excellent IT skills with a good grasp of databases. Competent in Microsoft Office • Excellent planning and administration skills - planning and organising day to day activities ensuring efficient and effective performance • Excellent customer service skills • Effective problem solving techniques • Ability to work effectively within and between teams to achieve common objectives • Ability to delegate effectively, making sure people are clear on their accountability 	E E E E E E E E E
Personal Attributes <ul style="list-style-type: none"> • Leads by example and shows personal enthusiasm by explaining why things need doing • Treats people fairly and respectfully • Acts with professional integrity at all times • Has the ability to use initiative but also work as part of a team • Knows when and is willing to seek and take advice • Excellent customer service skills 	E E E E E E

• Committed to high standards of quality and seeks to continually improve systems and processes	E
• An ability to work under pressure to tight deadlines	E
• An ability to develop and maintain strong, effective and professional working relationships	E
• Willingness to travel and flexibility in working hours when necessary	E
• Is committed to continuous self-development	E
• Flexible and receptive to change	E
• Creates opportunities to be innovative and think about things differently	E

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