



JOB DESCRIPTION

Respond is the largest housing association in Ireland providing social housing and homeless services. We are building our team of people with ambition and ability to achieve our aim to meaningfully address the housing and homelessness crisis Ireland.

Role:	Compliance Manager
Location:	High Park, Dublin
Reporting to:	Head of Compliance and Quality Assurance
Terms:	Permanent Contract
Job Purpose:	To implement the Compliance, Risk, Data Protection and Quality Assurance Frameworks across Respond in order to support Respond in its continued development as an organisation and in its vision and mission to reduce homelessness within Ireland. The successful applicant will have experience in compliance, risk, data protection and or Quality Assurance and where possible experience within either the Housing, Public or Financial sector. They will possess strong leadership and influencing skills.

Responsibilities

1. Compliance

- a) Support the implementation of the compliance framework within all areas of Respond.
- b) Co-ordinate and deliver focussed legislative workshops on current, new and emerging regulations in conjunction with the Head of Compliance and Quality Assurance
- c) Support the management and maintenance of departmental legislative obligation registers providing reporting on compliance levels and departmental action plans.
- d) Maintain and develop the Compliance and Quality Assurance intranet portal ensuring that it is the focal point for all regulatory and compliance information, training and awareness programmes.
- e) Enhance the reporting function of compliance with respect to its delivery of Respond's strategic objectives and those key performance indicators directly related to levels of compliance within the organisation
- f) Liaise and support all areas of the organisation with respect to compliance matters being solution focussed at all times
- g) Support the Head of Compliance and Quality Assurance with respect to building the Compliance Department into an effective and responsive unit of Respond

2. Risk Management

- a) Implement the bi-annual risk register reviews within Respond through the delivery of risk management workshops to all areas of the company
- b) Develop the risk management section of the Compliance and Quality Assurance portal to include training and supporting information regarding risk management within Respond
- c) Supporting the Head of Compliance and Quality Assurance co-ordinate the incident management reporting process and resolution follow up with all relevant areas of the organization.
- d) Develop risk management strategies with the Head of Compliance and Assurance to further develop risk based decision making within the organization.
- e) Build upon current internal relationships to be seen as a trusted and critical partner to the organization as part of projects and initiatives within Respond
- f) Collaborate with other organizations and groups within the housing sector to build understanding of risk management
- a) Enable innovation through monitoring and reviewing, reporting on all activities to ensure that they are effective and responsive whilst meeting Board, Respond Strategy and regulatory requirements.
- b) Develop automated systems for risk management and incident management reporting.

3. Data Protection

- a) Support the Head of Compliance and Assurance in the delivery of the Respond Data Protection Framework.
- b) Provide guidance and direction when supporting the organization with Data Protection queries at every level so that Respond initiatives can achieve compliance with GDPR requirements.
- c) Co-ordinate the automated data protection training reporting and scheduling of staff for specific modules.
- d) Develop with the Head of Compliance and Quality Assurance additional data protection training for specialized areas of Respond or as requested
- e) Ensure implementation of the Data Protection breach notification process and follow up on departmental action plans.

4. Quality Assurance

- a) Support the implementation of the PQASSO Quality Assurance system
- b) Support the Head of Compliance and Quality Assurance in the co-ordination and delivery of the PQASSO workshops
- c) Engage and identify training for PQASSO Ambassadors
- d) Develop reporting supporting the successful delivery of the PQASSO programme key performance indicators.

Skills Required

- Relevant 3rd level qualification in compliance/regulation, risk management, data protection, business or related field.
- 5 years' experience in at least one of the disciplines noted or else relevant experience that can be evidenced in the Housing or Public sectors.

- Extensive knowledge and experience of the current market Compliance and Regulatory landscape.
- Understanding of Risk Management, its concepts and experience of delivery of a programme either as a leader or as part of a team
- Understanding of GDPR requirements, its implications and where possible engagement in a data protection project in the past three years.
- Proven record of project delivery and relationship management, delivering a comprehensive and expanding range of options when faced with diverse issues within an organisation.
- Developing and successfully managing relationships with peers, management and external stakeholders.
- Exemplary communication abilities and capacity to relate to people at all levels.
- Excellent influencing with strong verbal and written communication skills.
- Excellent organisational and planning skills.
- Ability to deal effectively with competing demands with a good attention to detail.
- Established leadership skills with the ability to inspire change, motivate and stakeholders at all levels, and to deliver consistent success.
- Ability to manage and analyse data to drive effective decisions and innovation.
- Proven ability to handle volatile and challenging situations.

Competencies required

- Strategic Analysis.
- Analysis and Planning.
- Project Management
- Leadership Capability.
- Influence up and down.
- Results focused.
- Customer/Client focussed.