

Introduction

As part of the Risk and Assurance team and wider Secretariat department, you will support the management and governance of risk across the business. You will predominantly provide administrative support with Health & Safety, Fleet, internal assurance and your role will include providing advice to colleagues, and support with the development and review of Risk Assessments, Safe Systems of Work, COSHH as well as other areas of safety & risk management. There will also be additional responsibilities for supporting the administration for the wider Secretariat department.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in its vision to be the East of England's most valued organisation.

Team Background

The Risk & Assurance Team develops, maintains and promotes the Risk Management framework for the business to support key stakeholders and risk owners in ensuring that significant risks are effectively and accurately identified, assessed and managed. This will allow the business to effectively mitigate threats whilst maximising risk opportunities, which will ultimately support the wider business strategy and help the business to successfully achieve its goals.

Key responsibilities of the Team include:

- Acting as subject matter experts for core business risk areas, including health & safety, food safety, product standards and restricted products.
- Working with key stakeholders to develop, manage, implement and maintain Risk related policies and processes.
- Coaching and supporting colleagues across all areas of the business to achieve and maintain compliance and safety standards.
- Coordinating and delivering Risk monitoring programmes (e.g. branch inspections, test purchasing) to monitor compliance and highlight opportunities.
- Investigating accidents, incidents and other safety/risk related events to identify root causes and highlight opportunities for improvement and development.
- Monitoring accidents, incidents and enforcement activity across the business to ensure that the appropriate level of support is provided and improvement opportunities are effectively identified.

Principle Accountabilities

Accountability 1: Health & Safety

- Maintain the Accident Database by making enquiries and providing support where required, maintaining records, and passing cases to team colleagues when required.
- Maintain records of injury claims and provide data and updates as requested.
- Request, view, and archive CCTV downloads in accordance with data protection principles.
- Support Display Screen Equipment Self-Assessments across the business, with follow up support and issuing eye-sight test vouchers as required.

- Support Health Surveillance in the business, with scheduling appointments, viewing reports and updates to colleague's personal profiles.
- Assist with the production and review of Risk Assessments and HACCP Plans, ensuring all significant hazards are identified and that appropriate control measures are detailed.
- Assist with the production and review of Safe Systems of Work/Method Statements for activities undertaken by colleagues.
- Assist with the assessment of chemicals in compliance with the COSHH Regulations.

Accountability 2: Fleet Administration

- Support the allocation and return/sale of vehicles and maintain the fleet register (allocated vehicles (company vehicles) and vehicles assigned for shared use within a business area).
- Ensure that all Society vehicles are correctly registered for vehicle excise duty (road tax), insurance, and employee deductions (tax and private use contribution (PUC) – P11D). This will involve liaising with other support functions including The People Team and the Secretariat.
- Support colleagues with arranging for vehicle repairs and organising temporary hire vehicles.
- Maintain IT systems for driver risk management (e.g. driving licence checks, driver behaviour, vehicle tracking etc.) including adding and removing colleagues, data reporting (including driver hours, fuel consumption, speeding, braking and acceleration, and emissions) and supporting colleagues with use of the systems.
- To monitor and process transport penalties and charges, including parking, speeding, congestion, clean air/low emission, toll etc. This will include setting up systems for vehicles, allocating charges and making payments where required.
- Monitor vehicle damage and road traffic collisions and incidents. This will include passing cases to team colleagues where required, maintaining the reporting process, and making data available for management.
- To review and process invoices for repairs, maintenance, and services in relation to the Society's fleet.

Accountability 3: Internal Assurance Administration

- Provide general administrative support to the business Internal Assurance programs (e.g. audits, inspections).
- Collate data and produce reports for the business to allow for simple, clear and effective communication of business compliance and risk performance.
- Keep up to date all third-party accreditation certificates for our local suppliers.
- Support in the effective coordination and delivery of the branch compliance inspection programs.
- Provide general support and administration for the businesses third party internal audit program.

Accountability 4: Business and Team Support

- Provide advice and support to colleagues on how to achieve compliance with policies, procedures, legal standards, and industry best practice.

Compliance Advisor

Job Description

- Monitor and allocate receiving team communications (e.g. emails) to ensure responses are submitted within an acceptable timeframe.
- Assist with organising and preparing for Health and Safety Committee meetings across the business.
- Assist with data collection, analysis and reporting for the wider team as requested.
- Assist with general administrative duties as required by the Risk & Assurance Team and the wider Secretariat function.
- Contribute and support to the development and delivery of safety, risk and governance related projects.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Compliance Advisor at the East of England Co-op:

- Experience of office administration and suitable ICT skills, in particular competency in using Microsoft Office.
- Strong interpersonal skills to enable effective communication and report building with colleagues at all levels.
- Ability to work independently using own initiative as well as part of a wider team.
- Effective and efficient problem-solving skills with the ability to think proactively and positively to overcome problems and mitigate risks.
- Strong organisational skills to effectively manage workloads and priorities for yourself and the wider team.
- Desire and commitment to learn and develop in safety/risk management.

Desirable skills, Knowledge & Experience:

- Experience of working in a medium/large organisation (preferably including retail).
- Experience of assisting with fleet management.
- Experience of data analysis and business reporting.
- Relevant qualification (e.g. Health & Safety, Risk), or a willingness to work towards.

Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.

Do the right thing

- We're fair, trustworthy, honest and open
- We behave in an ethical way
- We care for our colleagues, members, customers, suppliers and communities

Whichever value we are living, unstoppable, stronger together or a place for people to grow, we should be **doing the right thing** at the same time.

Unstoppable

- We're courageous, determined and resilient
- We welcome change
- We believe that 'speaking up' is important in helping us to improve

Stronger together

- We create a positive working environment through building good relationships with others
- We work as one team, wherever we work in our co-op
- We celebrate our differences

A place for people to grow

- We're open to learning new things every day
- We support each other to grow
- We strive to be the best we can be, personally and professionally

Operational Parameters

Play your part in our team succeeding. People are at the heart of what we do and drive the success of our business. Our culture of connecting, creating opportunity and delivering excellence shape how we think, how we do things and how we help our people fulfil their potential.

We embrace diversity and actively seek to attract individuals with unique backgrounds and perspectives. We break down barriers and encourage collaboration, enabling innovation and rapid development of solutions that make a difference. Our workplace generates an enriching and rewarding experience for our people, members, and customers alike. Our vision is to build an inclusive culture in which everyone feels valued.

We know that real personal growth cannot be achieved by simply climbing a career ladder – which is why we encourage and enable a wealth of avenues and interesting opportunities for everyone to broaden and deepen their skills and expertise.

We are committed to supporting emotional, physical, financial, and societal wellbeing and adopt a flexible approach to working hours and location. This provides team members with the greatest opportunity to work in the way that fits them best individually and also allows the team to recognise and work with fluctuating workloads.

We also make reasonable accommodations for applicants and employees with disabilities. If an accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please make your recruiter aware, we want to ensure you perform at your best.

Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

This is a hybrid-working position which will require a proportion of the working week working in our office. The arrangements of this will be discussed at Interview.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

Reporting Parameters

Location: Wherstead Park, Ipswich, Suffolk, IP9 2BJ

Department: Secretariat, Risk & Assurance Team

Reports to: Safety & Compliance Policy Leader