

Job Profile

Role:	Compliance Officer
Reporting to:	EA to CEO & Head of Operations
Location:	LAT Head Office

Job Purpose

Responsible for managing the complaints process within the Trust, ensuring timely and professional handling of all complaints and convening panels for appeals. Coordinate the exclusion process for students in compliance with trust policies and procedures. A key aspect of the role involves building and maintaining strong relationships with stakeholders and implementing effective communication strategies to keep them informed and engaged.

Key Responsibilities:

Complaints Management

- Working with Academies Directors, undertake stage 3 of the formal complaints procedure on behalf of the Trust, liaising with Principals with regards to Stages 1 and 2.
- Investigating complaints, producing reports and then drafting correspondence to bring about effective resolutions to complaints.
- To be responsible for the effective day to day administration of the work of the Trust's complaints process including appointment scheduling, correspondence management, casework progress chasing, file management and archiving.
- To maintain a register of all complaints and compliments received by the Trust
- To lead the maintenance and development of the complaints process and system used to support and monitor complaints handling activity across the Trust
- To prepare and present reports analysing complaints information as directed

Exclusion Process Coordination

- Coordinate and manage the exclusion process for students in accordance with Trust policies and procedures
- Collaborate with school leaders, staff, and parents/guardians to ensure a fair and transparent exclusion process
- Ensure packs provided by academies are compliant and in line with government guidance
- Maintain accurate records and documentation related to student exclusions

Policy Watch and Compliance

- Monitor and review policies across the trust, ensuring they are updated and compliant with relevant regulations and best practices
- Take the lead on policy watch, maintaining a comprehensive understanding of any changes to regulations or guidance that impact the Trust

- Provide support and guidance to staff in implementing and adhering to policies

Stakeholder Engagement

- Build and maintain strong relationships with stakeholders, including parents/guardians, students, staff, and local community members
- Working with Academies Directors and the People Director develop and implement effective communication strategies to keep stakeholders informed and engaged
- Collaborate with the Trust's leadership team to address stakeholder concerns and promote a positive image of the organisation

Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.

Person Specification

- Bachelor's degree in education, business administration, or a related field
- At least 3 years of experience in stakeholder engagement, complaints management, or a similar role
- Excellent communication and interpersonal skills
- Strong organisational and project management skills, with the ability to prioritise and manage multiple tasks
- Knowledge of education policies and regulations
- Ability to work independently and collaboratively within a team