

JOB DESCRIPTION

Job Title:	Compliance & Systems Officer	Post Holder:	VACANT
Reports To:	Head of Quality, Systems & Compliance	Location:	Limerick Or Dublin
Salary:	The role is appointed based on qualifications and experience and aligned to a 12-point salary scale ranging from €48,468 - €58,020.		

Purpose of the Job

The Compliance & Systems Officer will support the Quality, Systems and Compliance Department in the development, implementation and maintenance of organisational systems, processes, reporting structures and compliance supports across NOVAS.

Reporting to the Head of Quality, Systems & Compliance, the post holder will contribute to ensuring that NOVAS has effective systems, records and administrative processes in place to support compliance with relevant legislation, regulatory requirements, quality standards, funding requirements and organisational policies.

The role will provide practical and administrative support across a range of departmental functions, including systems development, data capture and reporting, IT equipment and mobile phone account administration, staff support in relation to IT and reporting systems, policy review coordination, internal audit coordination, risk register administration, SLA administration and support with Data Subject Access Requests.

The Compliance & Systems Officer will also support the preparation of reports and documentation for internal governance, external stakeholders, regulators and funders, including documentation required for AHBRA compliance planning, audits, assessments, annual monitoring and external reporting.

NOVAS is a national organisation with offices located throughout Ireland. The base location for this role will be agreed with the successful candidate and may be based from any suitable NOVAS office in either Limerick or Dublin. Although the role has a national remit, it is primarily office-based and will involve regular engagement with colleagues and services across the organisation.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

Environment of the Job

NOVAS is a not for profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

Delegation and Reporting

The Compliance & Systems Officer will report directly to the Head of Quality, Systems & Compliance and will work closely with colleagues across NOVAS to support the effective delivery of quality, systems, compliance and reporting functions.

The post holder will work within the authority delegated by the Head of Quality, Systems & Compliance and will provide administrative, coordination and systems support to the department. The role will require regular engagement with managers, staff and external stakeholders, as appropriate, to support departmental and organisational requirements.

The Compliance & Systems Officer may, from time to time, provide administrative and operational support to the CEO, Leadership Team and governance reporting processes

through the preparation, collation and coordination of documentation, reports and related materials.

The post holder will at all times operate in a professional and respectful manner, maintaining high standards of work in accordance with the values, mission and policies of NOVAS. They will contribute to promoting a culture of quality, compliance, accountability and continuous improvement across the organisation.

Challenges

The organisation operates in an increasingly regulated environment, with significant requirements in relation to compliance, quality assurance, risk management, data protection, reporting and systems development.

The post holder will be required to manage competing priorities, maintain accurate records, work to deadlines and support processes involving sensitive and confidential information. This will require strong attention to detail, discretion, professionalism and the ability to work collaboratively with colleagues across the organisation.

As NOVAS works with people who may have experienced trauma and who may have complex needs, the post holder will be expected to demonstrate empathy, respect and professionalism in all aspects of their work and to uphold the principles of Trauma Informed Practice.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities

Accountability	Achieved by
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<p>Quality Assurance, Policies and Risk Management</p>	<ul style="list-style-type: none"> ▪ Awareness of existing and upcoming legislation, best practice guidance and quality standards related to our work. ▪ Support internal audits and quality assurance activities. ▪ Coordinate policy and procedure reviews and maintain associated records. ▪ Support the administration of organisational risk registers and related reporting. ▪ Contribute to continuous improvement initiatives across the organisation. ▪ Ensuring risk registers are in place and up to date for each service, project or department. ▪
<p>Service Level Agreements</p>	<ul style="list-style-type: none"> ▪ Assist with the administration and coordination of Service Level Agreements ▪ Maintain accurate records, trackers and supporting documentation. ▪ Liaise with relevant colleagues to support the timely completion of associated tasks. ▪ Ensure confidential information is handled securely and in accordance with organisational policies and data protection requirements.
<p>Systems & Data Management</p>	<ul style="list-style-type: none"> ▪ Support the maintenance and development of organisational systems and reporting tools. ▪ Provide support to staff in relation to IT systems, reporting systems and access requests. ▪ Assist in maintaining data quality and preparing information for reports, audits and regulatory submissions. ▪ Support the effective use of CRM, and other organisational systems.

	<ul style="list-style-type: none"> ▪ Assist with the administration and coordination of Data Subject Access Requests. ▪
Compliance	<ul style="list-style-type: none"> ▪ Support the Head of Quality, Systems & Compliance in meeting organisational and regulatory compliance requirements. ▪ Assist with audits, assessments, monitoring returns and regulatory submissions. ▪ Maintain compliance records, trackers and supporting documentation. ▪ Monitor actions and deadlines associated with compliance processes.
IT Equipment and Systems Administration	<ul style="list-style-type: none"> ▪ Maintain records relating to IT equipment, mobile phones, software licences and user access. ▪ Provide first-line administrative support for routine IT and systems queries. ▪ Liaise with external providers, as required, to support issue resolution and record management. ▪ Assist teams to purchase and update IT equipment. ▪
Supervision, Support & Development	<ul style="list-style-type: none"> ▪ Engaging in regular supervision or one-to-one sessions with your line manager. ▪ Working under the direction of your line manager and the wider management team. ▪ Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. ▪ Participating in team meetings. ▪ Familiarity and compliance with all relevant policies and standards. ▪ Participation in relevant and required training events.
Health & Safety	<ul style="list-style-type: none"> ▪ Attention to your own Health & Safety in the workplace.

	<ul style="list-style-type: none">▪ Vigilance of health & safety hazards and timely reporting of same to your line manager.▪ Managing incidents and accidents in accordance with policies.
Information Management	<ul style="list-style-type: none">▪ Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate will have:

- A relevant third-level qualification in quality, compliance, business administration, information management, housing, social care, data management, systems administration or a related area; or equivalent relevant experience.
- Experience in an administrative, compliance, systems, quality assurance, housing, social care, data management or similar support role.
- Strong IT skills, including experience using Microsoft Office applications and databases or CRM systems.
- Excellent organisational and administrative skills, with strong attention to detail.
- Experience maintaining accurate records, tracking actions and working to deadlines.
- Strong written and verbal communication skills.
- Ability to handle confidential and sensitive information appropriately.
- Ability to work collaboratively with colleagues across teams and departments.
- An understanding of the importance of compliance, data protection, quality assurance and effective information management.
- A commitment to the values, mission and work of NOVAS.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience in a charity, housing, homelessness, social care or public service setting.
- Knowledge of AHBRA, quality standards, GDPR or compliance processes.
- Experience supporting audits, reporting, policy reviews or organisational systems.

- Strong IT and systems administration experience, including databases, CRM or reporting systems.
- A full driving licence is desirable.

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.