

Senior Compliance Officer (Legal & Data Protection)

Grade	D
Type of contract	Permanent
Directive	Infrastructure
Department	Quality & Governance
Reports to	Senior Legal Counsel
Responsible for	N/A
Location	Stratford Office, London
Hours	35 hours per week

Purpose of the job and scope of the job

As part of the Quality and Governance function, you will work in a small team responsible for ensuring regulatory compliance and embedding a culture of learning and continuous improvement so that Mind can demonstrate the highest possible standards to our beneficiaries, supporters, regulators, donors and other stakeholders. In a fast-changing regulatory environment and as Mind continues to innovate and develop new programmes of work, your role will be pivotal to maximizing our impact on people experiencing mental health problems.

As Senior Compliance Officer, you will work at the heart of Mind, enabling teams across the organization to effectively manage risks in the following areas:

- Information governance and data protection
- Contract compliance and due diligence
- Governance
- Legal & regulatory compliance
- Safeguarding
- Risk management

As well as building expertise within the organisation and working on a range of exciting new projects, you will capture learning and embed improved ways of working to ensure that our legal position is robust and we are upholding our core values as a charity. Crucial to this role will be a proactive and pragmatic approach and the ability to translate complex technical information into plain English advice. You will have an excellent understanding of the legal and regulatory context that Mind operates in and able to balance competing priorities while working as part of a small and collaborative team.

Mind operates within a federated structure with around 120 local, independent organisations affiliated to us through a partnership agreement, quality assured through the Networks Team. This is a critical time for the whole Mind network as we seek to harness the strengths of this federated model, understand our collective impact and achieve collective growth, you will be expected to play an active role in supporting this development.

Key Responsibilities

1. To support the smooth running of legal and compliance helpdesks, championing the highest levels of customer care and providing a responsive, high-quality service to colleagues across the organisation.
2. As part of a team, to provide specialist advice and recommendations across a range of legal, compliance and data protection topics to support the development and mobilization of projects, partnerships and programs.
3. To undertake legal and regulatory research and support the drafting of specialist agreements, templates, resources and guidance.
4. To deliver key aspects of quality improvement projects, with a focus on improving how contracts are managed and stored.
5. To support the development and implementation of relevant policies, processes and procedures, maintain an appropriate review cycle and ensure joined up working is taking place across the wider teams in order to support and achieve organisational strategic aims.
6. To coordinate a program of training and capacity building activities for staff across Mind, covering all key areas of compliance policy and practice.
7. In partnership with the Networks and Communities department, develop and deliver new ways of working which strengthen our partnership with the network of local Mind organisations. This will include sharing resources, knowledge and expertise to promote regulatory compliance and continuous improvement.
8. To conduct regular analyses of data and prepare reports relating to Mind's quality, compliance and risk management.
9. To lead on aspects of Internal Audits to ensure that robust policies, procedures and controls are in place, meet the organisation's needs and are effectively implemented.
10. To create and maintain documentation that provides evidence of legal and regulatory compliance, particularly in relation to data protection.
11. To work flexibly and collaboratively across all teams in the organisation to ensure the greatest impact and effectiveness of the Quality and Governance Team's day to day work.
12. Undertake any and all other reasonable and related tasks associated with this role.

Expectations

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems
- Work collaboratively across teams, departments, locations and organisations
- Stand up for what they believe is best and trust in themselves and each other
- Be open to others and ourselves and show a commitment to learning
- Be open to change and respond flexibly and quickly to the changing world



- Demonstrate organisational awareness and see the bigger picture while working towards objectives
- Communicate effectively, ensuring their messages are understood and that they strive to understand others
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work
- Take responsibility for their decisions

Person Specification

Essential Criteria

1. Demonstrable understanding of the legal and regulatory context within which Mind operates, gained through experience in a comparable environment.
2. Proven ability to assess complex scenarios in order to give high-quality advice and identify pragmatic solutions.
3. Good knowledge of Data Protection legislation, rules and best practice.
4. Basic knowledge of commercial or contract law.
5. Excellent writing skills and proven ability to present complex information with attention to detail. Good legal drafting skills.
6. Ability to use own initiative and manage multiple tasks with minimum supervision.
7. Ability to work to tight deadlines.
8. Ability to quickly establish personal credibility and to develop and maintain effective relationships, including working with people with differing perspectives and agendas.
9. Excellent teamwork skills.
10. The ability to maintain discretion to deal appropriately with confidential information.
11. High degree of IT literacy, with good experience of using Microsoft Office (Word, Excel, Outlook, PowerPoint). Excellent document and formatting skills.
12. Knowledge and understanding of equality and diversity and what this means in relation to this post and the ability to incorporate this into all aspects of work.
13. Willingness to travel and work some unsocial hours.

Desirable Criteria

14. Legal qualification or comparable experience in a relevant area of law, e.g. data protection, commercial or contract law.
15. Experience of supporting data protection compliance in practice, e.g. subject access requests, impact assessments, data security and breach management.
16. Knowledge of the legal and regulatory framework applicable to registered Charities.
17. Excellent legal drafting skills.
18. An understanding of Mind and its networks, or similar structures within the voluntary sector.
19. Knowledge or understanding of mental health issues.