

Job Description

Job Title:	Compliance Officer
Reports to:	Compliance Manager
Location:	Central London (Holborn Office) / Hybrid Working
Contract type:	Permanent & Full-time (35 hrs per week)

About IHP

Most of us can readily access the medicines we need. But around the world, many easily treatable diseases can mean chronic pain, poor quality of life or even a death sentence. International Health Partners (IHP) helps people in hard-to-reach, vulnerable and disaster-hit communities get better access to medicine. We coordinate the safe and responsible donation of medicines and health care supplies to where the needs are greatest, saving lives and preventing avoidable suffering.

In the last three years, IHP have supported over 54 million patients and vulnerable communities around the world – places such as Yemen, Ukraine and Gaza. We've sent medicine worth well over £56 million, changing lives and impacting futures. We run multiple partnerships to support this work – with pharmaceutical companies who donate medicines, our logistics partners who help us warehouse and ship the medicines overseas and finally our valued NGO partners and individual medics delivering healthcare to those who need it. Together these partnerships enable medicines to reach those in need.

Our Christian faith underpins all that we do. It motivates us to care for those in need, and give our best in all circumstances, as an expression of God's love. We believe that everyone, regardless of their age, gender, disability, religion or ethnicity, should be able to access the medicines they need.

Overview of the role

The Compliance Officer role is responsible for ensuring that the organisation adheres to regulatory standards. For IHP this means making sure we adhere to our standard operating procedures and processes. The role involves supporting the Compliance Manager to implement compliance projects, monitoring adherence to regulatory requirements and providing support to other teams to ensure compliance with regulations. To do this you will help to maintain excellent systems, follow processes with accuracy, have excellent attention to detail and be someone who enjoys administration. Your primary work will be to maintain documents that demonstrate our compliance to agreed processes and standards. Full training for all aspects of the work will be provided.

The specific purpose of this post is:

- Ensure all documentation related to compliance is kept updated
- Ensure compliance actions are acted upon in a timely fashion
- Encourage a compliant mindset across the organisation

Key Responsibilities

- Identify and document compliance risks within the organisation.
- Develop strategies to mitigate identified risks.
- Use our electronic quality management system (eQMS) to review and update Standard Operating Procedures (SOPs) to ensure they remain current and relevant.
- Conduct audits and assessments to ensure compliance with SOPs and regulations.
- Monitor compliance activities and report findings to the Compliance Manager.
- Use the eQMS to ensure accurate documentation of compliance activities, including investigations, audits, and training sessions.
- Ensure documentation is complete and accessible for internal and external review.
- Assist in the preparation and coordination of external audits and inspections.
- Support the Compliance Manager to develop, implement, and maintain compliance policies and procedures.
- Support to deliver training programs to educate employees on compliance requirements.
- Ensure all staff are aware of compliance responsibilities and receive appropriate training.
- Prepare compliance reports for senior management, such as KPIs.
- Provide support to various teams regarding compliance issues.

- Other tasks and duties appropriate to the role may be required at the line manager's discretion.

Context of this role

Our Christian Ethos

All our staff regularly spend time together praying for IHP's work. Our occupational requirement necessitates that the successful candidate will have a personal commitment to the Christian faith and actively support IHP's Faith Statement.

Our Policies and Procedures

You will need to understand and comply with our policies, including Safeguarding and Data Protection. You will be provided with appropriate training and resources to fulfil the tasks and responsibilities effectively.

IHP is an Equal Opportunities Employer.

Person Specification

Knowledge and Experience

- Experience of administration and record keeping to a high standard (*essential*)
- Proficient in Microsoft Office Suite (*essential*)
- Experience with Compliance Management Software (*desirable*)
- Experience in a legal or compliance role (*desirable*)

Skills and Attributes

- Highly organised, efficient and self-motivated
- Excellent written communication skills
- Attention to detail
- Proactive mindset
- Ability to work with competing priorities, deadlines and targets
- Strong interpersonal skills and ability to adapt as part of a small team
- Excellent analytical and problem-solving abilities
- Committed to IHP's Christian Ethos and Values