

RECRUITMENT PACK

COMPLIANCE ASSISTANT

CONTENTS

- Job description3**
 - Key information.....4
 - About the role4
 - Responsibilities.....5
 - Person specification.....7
 - Hybrid Working Policy8
 - Position in the team9
- Your application.....10**
 - Key dates..... 11
 - Application process 11
 - Completing your application12
 - Acceptable use of AI 13
 - Diversity and inclusion 14
 - Requirements for working at Battersea..... 15
 - Data protection 15

JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Compliance Assistant
BDCH6408



Department/Team

Governance, Risk & Compliance
Compliance Monitoring Team



Location

Battersea London - Hybrid



Salary & Grade

£26,224 per annum
Grade F



Hours

35 hours per week, but we're
always happy to discuss flexible
working, part time hours and job
share arrangements



Duration

Permanent

ABOUT THE ROLE

The **Compliance Assistant** is essential in supporting the delivery of Battersea's commitment to robust compliance with all legal and best practice regulations governing fundraising, animal welfare and grant-making.

The post holder will do this by providing administrative support to the Compliance Monitoring Team and assisting the Compliance Monitoring Manager to deliver advice, guidance, training, monitoring and reporting to the various internal teams and external agencies.

RESPONSIBILITIES

	Estimated % time
Compliance monitoring: - Working with the Compliance Officer to oversee the day-to-day fulfillment of the call monitoring programme through working closely with the Call Monitoring Volunteers and members of the fundraising teams, reviewing calls, maintaining issue trackers, and liaising with third-party telephone agencies to resolve issues identified. - Working with the Compliance Officer to oversee the day-to-day fulfillment of the mystery shopping programme through reviewing shop reports, maintaining issue trackers, and liaising with third-party face-to-face fundraising agencies to resolve issues identified. - Support the Compliance Monitoring Manager and Compliance Officer in fulfilling our CC20 obligations through collating fundraising shadowing feedback.	30%
Territory management: - Maintaining the Battersea door-to-door territory spreadsheet, ensuring third-party agencies input all territories in a timely manner and working with internal teams to publicise territories. - Maintaining our third-party face-to-face fundraising agencies' sites and events territory spreadsheets; ensuring territory information is sufficient and provided in a timely manner. - Verifying that Battersea's fundraising activity is undertaken with the appropriate permissions, auditing licenses attained for door-to-door activity and the site booking process.	30%
Supplier management: - Working closely with the fundraising teams to manage the relationship with our third-party telephone agencies, conducting telemarketing and telephone stewardship on Battersea's behalf. - Communicating with third-party face-to-face fundraising agencies working on Battersea's behalf to ensure they are complying with monitoring requirements and meeting contractual and legal obligations. - Assisting the Compliance Officer in maintaining the Supplier Due Diligence Framework, ensuring due	20%

diligence is conducted in a timely manner and utilising Battersea's supplier insights technology.

Administration:	20%
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- Assisting the Compliance Monitoring Manager and Compliance Officer to undertake grant and animal welfare monitoring through diary management and administrative tasks.
- Recording actions and decisions made in meetings through minute-taking; ensuring time-sensitive actions are followed-up and tracked accordingly.
- Monitoring the shared Compliance mailbox, escalating queries to the Compliance Monitoring Manager or Compliance Officer as required.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

PERSON SPECIFICATION

ESSENTIAL

- Proven experience of working constructively and collaboratively with colleagues from different internal teams and external suppliers.
- High standard of written English and numeracy and competent user of MS Office (Word, PowerPoint and Excel) and IT systems.
- Excellent organisational skills with a proficiency in using data to produce reports and insights when required.
- Ability and motivation to deliver high-quality, detailed work with minimum supervision, managing priorities within a high workload whilst meeting deadlines.

DESIRABLE

- Knowledge and/or experience of fundraising compliance, including relevant legislation not limited to: GDPR, Code of Fundraising Practice, CAP & BCAP advertising codes, LCCP gambling regulations and Gift Aid.
- Experience of working within a charity.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based teams splitting their time between site based and home working. We believe this enables our office-based colleagues to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing colleagues and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

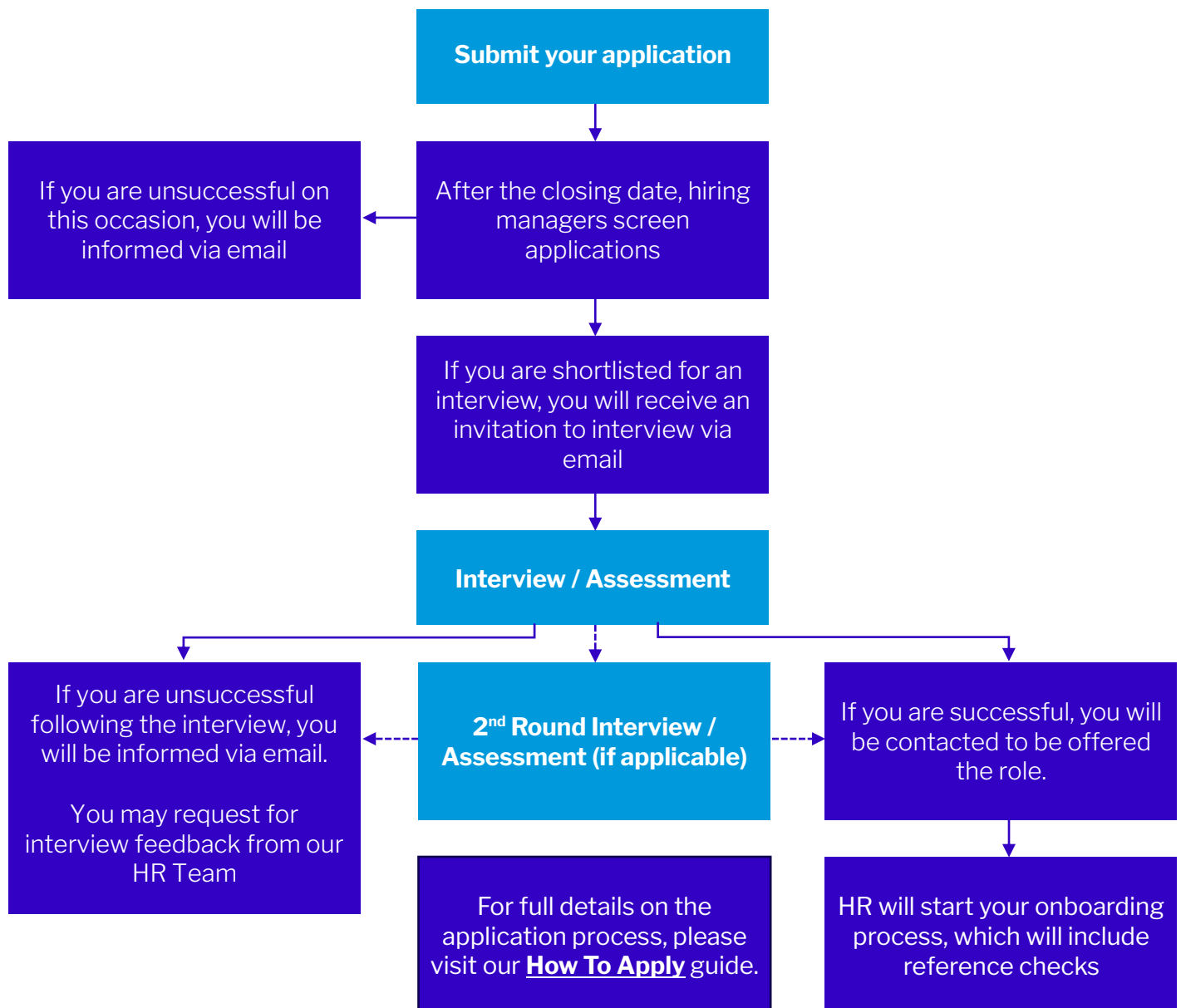
2nd August 2026



Interview Date

11th – 14th August 2026 (Online)

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

Our application forms will ask you for:

- Employment History
- Educational History (which is non-mandatory)
- A supporting statement of no more than 1000 words and/or
- Responses to short-answer questions

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the 'Life at Battersea' document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role(s) you apply for.



ACCEPTABLE USE OF AI

At Battersea, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words. We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to numerous applications presenting as generic and impersonal. This makes it difficult to gain understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure the information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips
- Practicing interview questions with AI tools to improve communication skills
- Using AI to support with structuring your responses

Please do not:

- Submit AI-generated responses as your own during the interview
- Use AI to impersonate or misrepresent your experience or skills
- Use AI tools during real-time interviews



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all employees, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)
- Candidate to be at least 18 years old of age at the start of the employment

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

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President HRH Prince Michael of Kent GCVO

