

RECRUITMENT PACK

COMPLIANCE OFFICER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Compliance Officer (BDCH6371)



Department/Team

Governance, Risk & Compliance/
Compliance Monitoring Team



Location

London (with hybrid working,
50% in office)



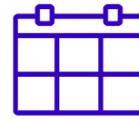
Salary & Grade

£33,760 per annum
Grade D



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

This role 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 support to the Compliance Monitoring Manager, helping to deliver advice, guidance, training, monitoring and reporting to the various internal teams and external agencies.

RESPONSIBILITIES

	Estimated % time
Fundraising compliance:	50%
<ul style="list-style-type: none">• Monitoring the shared Compliance mailbox, allocating queries to team members based on content, and responding to queries in a timely manner, providing accurate, evidence-based advice.• Reviewing and approving fundraising and marketing content, ensuring our communications are compliant with regulations, best practice and internal standards.• Maintaining oversight of the monitoring programmes, in particular call monitoring and mystery shopping, reviewing monthly statistics for issues and trends, and working closely with the Compliance Assistant, fundraising teams and external agencies to ensure action is taken to remedy issues promptly and ensure our fundraising standards remain high.• Managing the day-to-day relationship with compliance monitoring suppliers, arranging monthly activity, and ensuring they are hitting their obligated targets and providing Battersea with a quality service.• Assisting the Compliance Monitoring Manager in the procurement of any new third-party monitoring suppliers and fundraising suppliers, ensuring we have compliant contracts in place with all agencies and suppliers.• Conducting site visits of fundraising suppliers, auditing fundraising activity as well as policies and processes to provide confidence in our third-party activity.• Assisting the Compliance Monitoring Manager in the event of an investigation into complaints and compliance breaches, including the resolution of performance issues.• Keeping abreast of any changes to regulations or compliance requirements which might impact on our monitoring in this area.	
Grants monitoring:	15%
<ul style="list-style-type: none">• Working closely with the Grants Team to have oversight of pipeline applications and the resources required to monitor.• Reviewing and providing timely feedback on grant proposals, critically analysing proposal materials, ensuring due diligence procedures have been followed by the Grants Team, and providing feedback on the grant's contribution to strategic objectives.• Assisting the Compliance Monitoring Manager in developing and implementing a spot-checking monitoring programme for small grant funding.• Keeping abreast of any changes to regulations or compliance requirements which might impact on our monitoring in this area.	

Animal welfare compliance:**15%**

- Working closely with the Compliance Monitoring Manager, the Environmental Sustainability & Compliance Advisor and Operations teams to ensure animal welfare across all three sites is compliant with minimum welfare standards.
- Conducting site visits of one of the three sites, auditing our catteries and kennels to ensure they meet requirements and all procedures are being followed.
- Carrying out virtual spot checks of animal journeys to ensure we are documenting essential information and decision-making on our animal Salesforce system.
- Keeping abreast of any changes to regulations or compliance requirements which might impact on our monitoring in this area.

Training & development:**10%**

- Drafting and delivering training to third-party fundraising suppliers and internal teams, ensuring they are aware of the relevant regulations and best practice that applies to their activities.
- Supporting the Compliance Assistant to fulfil their role to the best of their ability and helping to identify areas for their development, as well as feeding back to the Compliance Monitoring Manager on performance.
- Taking accountability for your own skill development, identifying gaps in knowledge and always looking for ways to improve.

Reporting:**10%**

- Regularly updating the team's live reporting deck, providing senior leadership with top-level insight into monitoring programme results across fundraising, animal welfare, complaints and training.
- Assisting the Compliance Monitoring Manager in developing reporting content for grants monitoring.

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

- Experience of fundraising compliance and knowledge of relevant legislation, including but not limited to: GDPR, Code of Fundraising Practice, CAP & BCAP advertising codes, LCCP gambling regulations and Gift Aid.
- 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.
- Experience of communicating clearly across a variety of mediums, with the ability to adapt your communication style for different audiences as appropriate.
- 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.
- Experience of dealing with sensitive issues with empathy and resilience.

DESIRABLE

- Knowledge of and/or experience supporting charity grant-making practices.
- Knowledge of and/or experience supporting animal welfare standards, specifically the ADCH Minimum Standards.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based employees splitting their time between site based and home working. We believe this enables our office-based employees 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

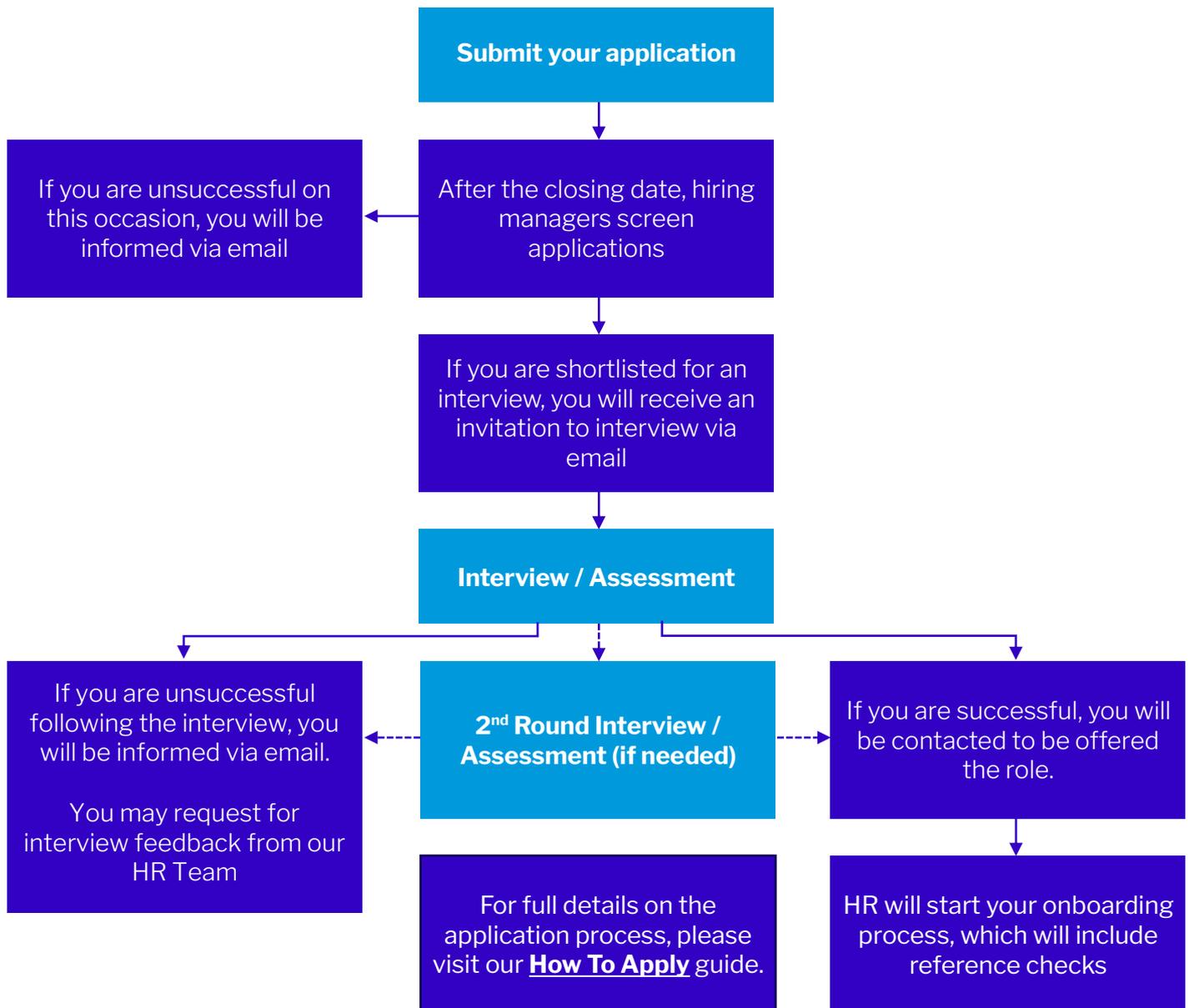
1st April 2026



Interview Date

9-10th April 2026

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)

Patron HRH The Duchess of Cornwall GCV
President HRH Prince Michael of Kent GCV

