

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Compliance and Complaints Manager	Location	Home-based with occasional travel to Head Office and Schools within the trust
Salary	£40,000 FTE (£32,432 per annum actual salary)	Hours	Part-time – 30 hours per week, ideally worked over 4 days (flexibility to spread across 5 days), 52 weeks per year
Department	Support Staff	Reports To	Head of Governance

JOB PURPOSE:

The Compliance and Complaints Manager plays a key role in supporting the Trust's culture of accountability, transparency, and high standards, working under the strategic leadership of the Head of Governance. The role focuses on the effective operational delivery of complaints management and compliance activities across the Trust.

The post holder leads on the day-to-day management of the Trust's complaints processes, ensuring concerns are handled fairly, consistently, and within agreed timescales. They provide guidance and support to academies, helping to resolve issues effectively and ensuring a clear, professional approach to communication and outcomes.

The role also takes responsibility for ensuring statutory compliance across all academy and Trust websites, maintaining oversight of content to ensure it is accurate, accessible, and meets regulatory requirements. In addition, the post holder will oversee and monitor mandatory training compliance, working closely with academies to ensure completion rates are maintained and records are accurate.

Working closely with the Head of Governance, the Compliance and Complaints Manager supports wider compliance assurance activity, identifying risks, monitoring requirements, and contributing to continuous improvement across the Trust.

As a member of the central team, the post holder provides efficient and effective operational support to all academies within the Trust.

Acting as an ambassador for the Trust, the role requires regular liaison with internal and external stakeholders, demonstrating professionalism, discretion, and diplomacy at all times.

This is a key operational role requiring strong organisational skills, attention to detail, and the ability to manage competing priorities, delivering high-quality support across complaints handling, website compliance, mandatory training oversight, and wider compliance processes.

KEY RESPONSIBILITIES AND DUTIES:

- Provide a high standard of service and confidential administrative support across all areas of compliance within the Trust.
- Maintain up-to-date knowledge of educational developments, statutory requirements, and regulatory expectations relating to academy compliance.
- Act as a first point of contact for the central team and academy colleagues seeking advice and support on compliance-related matters.

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- Lead the coordination and oversight of complaints across the Trust, ensuring all cases are managed in line with the Trust's Complaints Policy and relevant statutory guidance.
- Work closely with school leaders, clerks, and Trust colleagues to ensure complaints are handled consistently, fairly, and within required timescales.
- Liaise with parents, carers, and other stakeholders to ensure clear, timely, and respectful communication throughout the complaints process.
- Maintain accurate and comprehensive records of complaints, enabling effective tracking, reporting, and identification of trends to support continuous improvement.
- Oversee and monitor statutory compliance across all Trust and academy websites, ensuring content is accurate, up to date, and meets regulatory requirements.
- Monitor and track mandatory training compliance across the Trust, supporting academies to maintain high completion rates and accurate records.
- Support wider compliance activity across the Trust, including monitoring requirements, identifying risks, and assisting with the implementation of improvements where needed.
- Undertake any other appropriate duties related to compliance, in line with the scope and responsibilities of the role

This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed.

The post holder's responsibility for promoting and safeguarding the welfare of children and young people for whom they come into contact will be to adhere to and ensure compliance with the Trust's Child Protection Policy at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the Academy they must report any concerns to their Line Manager or the Academy's Child Protection Officer.

The job description will be reviewed at least once a year, and it may be subject to modification or amendment at any time after consultation with the post holder.

The duties may be varied to meet the changing demands of each school at the reasonable discretion of the Head of Governance.

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JOB REQUIREMENTS:		
	Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to degree level or equivalent experience. 	<ul style="list-style-type: none"> ICSA or legal training.
EXPERIENCE	<ul style="list-style-type: none"> Wide-ranging experience of the practical application of compliance best practice. Experience of developing new or improved administrative processes. Experience of handling confidential and sensitive matters and situations with tact, diplomacy and confidentiality. 	<ul style="list-style-type: none"> Experience of working in another regulated sector and/or charitable trust. Experience of working in large multi-academy trust.
KNOWLEDGE AND UNDERSTANDING	<ul style="list-style-type: none"> Knowledge and understanding of Data Protection law. An up-to-date understanding of good practice in corporate compliance. 	<ul style="list-style-type: none"> Knowledge of governance and compliance in the education sector.
SKILLS AND PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> Proven ability to quickly gain credibility and influence colleagues. Ability to convey technical information with clarity. Excellent organisation and planning capability, managing multiple cyclical priorities alongside medium-term projects. Strong interpersonal skills and communication skills coupled with the ability to act diplomatically and with tact. Resilient, with the ability to deliver a demanding workload with competing short-term priorities. Advanced user of Microsoft Office including Word, Excel and PowerPoint. Aligned with Creative Education Trust's high aspirations and high expectations of self and others. 	
CREATIVE EDUCATION TRUST VALUES	<p>All colleagues are expected to demonstrate the Creative Education Trust values in their work by:</p> <ul style="list-style-type: none"> Empowering Ambition: Supporting personal growth, innovation and high performance. Championing Equity: Promoting fairness, inclusion and high expectations for every student. Unlocking Opportunity: Helping create access to knowledge, experiences and networks that broaden horizons. <p>These values should be evident in how the post-holder works, collaborates and contributes to the wider Trust community.</p>	

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EQUAL OPPORTUNITIES	A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity
SAFEGUARDING	A thorough understanding of up-to-date safeguarding requirements and best practice
OTHER REQUIREMENTS	Ad hoc travel to Head Office and Schools within the trust when required. Driving license and own vehicle desirable but not essential.

Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.