



# Islamic Relief Worldwide

## Complaints and Compliance Administrator

<b>BASE LOCATION:</b>	Birmingham, UK
<b>REPORTING TO:</b>	Policy and Compliance Manager
<b>LINE MANAGEMENT RESPONSIBILITIES:</b>	N/A
<b>PURPOSE OF DIVISION:</b>	<p>The Office of the General Counsel Division is central to supporting the CEO Office, Board of Directors and Board of Trustees in the leadership and executive management of the organisation. The Division is responsible for overseeing and managing key legal, regulatory, and compliance functions including Legal, Safeguarding, Data Protection, Policy and Compliance, Whistleblowing and Complaints.</p> <p>This is an exciting opportunity to work in an international, dynamic and fast-paced team which is at the heart of IRW's international relief and development efforts helping the most in need across the world.</p>
<b>JOB PURPOSE:</b>	<p>To assist with the day-to-day processing, reporting, oversight and management of diverse range of incoming complaints and whistleblowing disclosures and appropriate escalation of complaints requiring escalation to relevant Area Leads.</p> <p>The post will play an active role in providing support to the Complaints Team ensuring compliance with associated policies and processes. The role will involve the preparation of key documents and acting as a liaison with relevant internal and external stakeholders to compile and organise key information to support the work of the IRW Complaints Team.</p> <p>To provide support and assistance to the Policy and Compliance Manager in the effective and efficient management and administration of the Policy and Compliance function and wider needs of the Division. To assist with ongoing reviews of internal or external policies and processes, production of resources, reports and associated materials and additional support as directed.</p>



## Structure of IRW



## KEY WORKING RELATIONSHIPS

- Line managed by the Policy and Compliance Manager
- Liaison with internal stakeholders – UK and field-based staff, Country Directors/Heads of Mission, Heads of Region, Regional Desk Officers, Department Managers Directors, Investigations Co-ordinator and Area Leads for Investigations
- Contribute to the team working relationships between IRW Complaints, Safeguarding, Programme Quality and General Counsel
- Establish and maintain effective working relationships with Complaints and Feedback Focal Points/ Safeguarding Feedback Focal Points
- Liaison with external stakeholders – Rights-holders, donors and institutions
- Maintain an ongoing relationship with the external whistleblowing service provider (Safecall)



## SCOPE AND AUTHORITY

### **Scope of the Role:**

Reporting to the Policy and Compliance Lead with responsibilities for:

- Complaints: Supporting the day-to-day management of incoming complaints and whistleblowing disclosures by providing oversight and guidance to the complaints administrator for incoming cases submitted via the Isight portal, e-mail and Safecall.
- Facilitating and supporting the process of formal complaints by conducting fact finding, collation of information and preparation of key documents for issues escalated by IRW Complaints that require formal investigation as directed by the Complaints and Policy Manager.
- Responsibility for case closure using Case Management software and ensuring quality of responses to complainants.

### **Complaints and Whistleblowing**

**Acts with the delegated authority of General Counsel to request information and ensure the participation of stakeholders to ensure the timely gathering information relevant to fact finding/investigation of non-sensitive complaints and whistleblowing disclosures.**

- Advise and ensure compliance with the Complaints Whistleblowing Policies and related policies.
- Advice and guidance on the use of Insight Case Management software/ portal for complaints.
- Undertaking an initial assessment of complaints and whistleblowing disclosures for appropriate allocation to relevant internal stakeholders.
- Interaction with key internal and external stakeholders for the purpose of information gathering/clarification of facts.
- Updating and escalation of issues to relevant points of contact and/or Area Leads – as appropriate.
- Preparation of comprehensive management reports suitably drafted and prepared for Board and Executive level.
- Seeking advice and guidance from relevant technical leads where applicable to ascertain facts or clarify application of policies and procedures.

### **Compliance**

- Research and keep regularly appraised of key developments within the sector relevant to the role and wider team.



- Support the Office of the General Counsel in ensuring compliance with legal and regulatory requirements.
- Assist with the development of policy and compliance infrastructure focused on setting up systems and processes which are fit for purpose and will help improve key business processes and functions.
- Produce materials, presentations, resources and maintain records as required to regularly monitor and record compliance.
- Provide support to the Policy and Compliance Manager with the preparation of the annual Modern Slavery Statement and associated action plan.
- Participate in the training delivery/ awareness raising with regards to the responsibilities of the Policy and Compliance function.
- Arrange and participate in quarterly meetings with stakeholders to progress the Modern Slavery Action Plan.
- Regular liaison with key stakeholders in progressing and following up on action plan objectives.

#### Responsibility for Resources:

- Required to support internal stakeholders through the Complaints and Whistleblowing processes.
- Regular reporting to management on the progress of complaints, investigations, and their outcomes, including the appropriate handling of sensitive documents and information.
- Access to confidential information maintaining online files.
- Access to intelligence and organisationally sensitive information relating to security.
- Responsibility for updating key information resources such as Isight.
- Update key information resources such as SharePoint/website where applicable.
- Maintain records of process compliance to meet legal, regulatory and statutory requirements.

#### KEY ACCOUNTABILITIES

Under the supervision of the Complaints and Policy Manager the post holder is accountable for fulfilling the role and associated responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of colleagues, beneficiaries and staff and external stakeholders. The following are the main responsibilities that the role holder will be accountable for:

**1. To ensure compliance with the complaints, whistleblowing and safeguarding policies and investigation processes and use of associated resources;**

- Effective communication with relevant stakeholders (Internal Departments/Divisions, Field Offices, Rights holders, Donors, Institutions, and the general public).
- Work with internal stakeholders to ensure that all stakeholders are aware of the policies and how to utilise the mechanisms.
- Ensure use of relevant resources and materials.
- Ensure SharePoint and internal and external digital and/or web resources are developed, updated and managed as required.
- Active and continuous monitoring of key deadlines and priority timescales outlined. • Escalation of serious reportable incidents to relevant leads.

**2. Maintain records and files**

- Ensure that all information in relation to complaints, whistleblowing, concerns and similar matters are recorded on Isight and updated.
- Ensuring that all complaints notified to internal stakeholders have been properly reported through IRW complaints and recorded on the relevant systems.
- Requesting information relating to cases from relevant stakeholders with appropriate level of follow up as and when necessary.
- Ensure those dealing with complaints are regularly and correctly logging and maintaining records of contacts and complaints.
- Appropriate escalation of complaints via consultation with key personnel that may constitute potential serious incidents and/or concerns.

**3. Preparation of reports**

- Provide thematic and statistical reports for management purposes in relation to complaints and whistleblowing matters.
- Prepare Donor Reports as required.
- Identify and analyse trends in relevant data and reporting.
- Liaise with management and Internal Audit to assist with compliance monitoring and auditing.

#### **4. Policy development and review**

- Ensure learning is captured to contribute to the review and ongoing development of policy areas and associated processes.
- Support departmental procedures and organisational systems ensuring good practice in meeting sectoral standards in accountability and programme quality (CHS).

#### **5. Representation**

- Represent IRW Complaints and multi-faceted investigation meetings as required.
- Represent Islamic Relief on role related fora, meetings and networking events as appropriate.
- Liaise and support Field Offices where required in communications with in-country authorities and institutions relating to the scope of the role.
- Support field offices in the gathering and verification of security information and intelligence.

#### **6. Other**

- Undertake research in respect of legal, statutory, and regulatory compliance.
- Assist in the development of processes in relation to the above types of matters.
- Preparation of presentations, resources and other documentation as and when required.
- Assist Policy and Compliance Manager/Policy and Compliance Team/General Counsel with OGC related tasks as required.

### PERSON SPECIFICATION

It is essential that the post holder shows a good understanding of the purpose and nature of this role and wider function and can demonstrate a solid commitment to our organisational values and principles as well as Islamic Relief Worldwide's vision and mission.

#### **Essential:**

#### **Knowledge, Skills and Qualifications**

- A degree in a relevant qualification and/or significant experience suited to the wide remit of the role.
- Strong and seasoned analytical and problem-solving skills, with the ability to think creatively and laterally, to overcome challenges.



- Strong organisation skills and attention to detail to ensure high quality in ones work.
- Ability to prioritise and work efficiently under pressure and subject to changing priorities, meeting deadlines, and using judgment and initiative in problem resolution.
- Excellent communication (verbal and written) and interpersonal skills. Excellent written and spoken English in particular.
- Excellent levels of computer literacy including Microsoft Office applications.
- Knowledge of compliance related subjects.
- Willingness to attend training where relevant.

### **Experience**

- Experience of complaints resolution or customer facing role.
- Proven record of excellent people and interpersonal skills with strong communication skills at individual and group levels. This includes ability to adapt to and engage within a multicultural and diverse environment.
- Previous experience of working within humanitarian and development (third) sector is an advantage.
- Proven ability and experience in analysing, interpreting and reporting on data which enables sound conclusion and recommendations to be drawn.
- Demonstrates the flexibility and energy that is required for self-management and prioritising workload.
- Ability to build and constructive working relationships and ability to respond appropriately in fast changing and challenging situations.
- Willingness to travel within UK and internationally.

### **Key Personal Qualities**

- Strong emotional intelligence and resilience, and able to maintain composure - acting in a calm and measured way, in difficult situations. • Faith aware, tolerant, and respectful.
- Effective and confident communication skills which delivers information persuasively and with clarity in a wide range of situations.
- Assertive but not aggressive; nuanced and able to forge positive and professional working relationships based on respect, trust and confidence.
- Has a positive demeanour and disposition, and able to overcome setbacks by motivating self and others.
- Has a learning and can-do attitude and a continuous improvement philosophy.



### **Desirable**

- Knowledge and experience of working in an international organisation or travelling to field/branch offices.
- Working knowledge of Arabic will be a significant advantage. Knowledge of French or one of the Indian subcontinent national languages will also be positively considered.