

Job Title	Compliance Officer
Salary	£14.10 per hour
Employer Details	Woolpit Health Centre
Accountable to	Practice Manager/GP Partners
Reports to	Administration Manager
Working hours	30 to 37.5 hours per week
Closing Date	20 th March 2026

Job Description

We are seeking a motivated, highly organised, and proactive Compliance Officer to join the team at Woolpit Health Centre in an exciting new position.

The successful candidate will lead and manage a wide range of compliance activities, ensuring the practice consistently meets its operational and regulatory responsibilities. This is an excellent opportunity to play a key role in maintaining our high standards and supporting the delivery of safe, effective, and compassionate care to our patients.

As Compliance Officer, you will work closely with the leadership team to develop, review, and maintain effective systems and processes that ensure ongoing compliance with statutory and regulatory requirements, including those set by the Care Quality Commission (CQC).

The successful candidate must be able to work upon their own initiative and have a high attention to detail along with strong IT skills and experience of working in a fast-paced environment. You must be organised and confident, have a friendly and approachable manner and can work under pressure.

Why work for us?

Based in the Suffolk village of Woolpit, the Health Centre aims to provide:

The type of care that we would expect for ourselves and our own families.

We provide services to over 16,000 patients who live in a practice area of 75 square miles of rural West Suffolk, straddling the A14, between Thurston in the west, and Haughley in the east.

We pride ourselves on the high standards of our care we are holders of the Royal College of General Practitioners Practice Accreditation Award, a quality mark held by only 19 practices in the UK.

Our 5 GP partners and 7 non-partner GPs lead a multidisciplinary team of nurses, health care assistants, pharmacists and midwives all of whom are based in our purpose-built premises.

Benefits of working for Woolpit Health Centre include:

- Attractive rates of pay with annual pay review (*not agenda for change*)
- Regular one-to-ones to aid good communication
- Generous annual leave entitlement

- Voluntary overtime when available
- Plenty of training opportunities
- Membership of the NHS contributory pension scheme
The NHS Pension Scheme is a defined benefits scheme
Life insurance
Family benefits including an adult dependents pension and children's pension
Ill health benefits
20% employer contribution
- Option of NHS discount and Blue Light Card for retail/dining/holidays etc
- Free uniform

Key Responsibilities

- Assist in the completion and regular review of risk assessments and safe systems of work across the Practice
- Maintain and update the Practice risk register, ensuring mitigation actions are clearly documented, monitored, and completed within agreed timescales
- Coordinate clinical audits and ensure findings are documented, actioned, and reviewed appropriately
- Maintain a centralised document control system to ensure policies, procedures, and compliance documentation are current and accessible
- Support the Practice Infection Prevention and Control (IPC) Lead with administrative tasks, including audit coordination and policy updates
- Support the Practice Manager and Administration Manager in striving to achieve and maintain the highest standards of compliance in line with Care Quality Commission (CQC) requirements
- Lead on compliance relating to water safety (Legionella), asbestos management, electrical safety, and other statutory safety domains
- Assist in the implementation and monitoring of Health & Safety procedures in line with Practice policy and current legislation
- Conduct routine daily and weekly fire safety checks and maintain accurate records
- Schedule and coordinate Health & Safety risk assessments, audits and inspections
- Arrange servicing, inspection, and maintenance of clinical and non-clinical equipment, ensuring records are maintained
- To act as the primary point of contact for all maintenance matters, coordinating repairs and servicing, and supporting the effective day-to-day management of the Practice premises
- To support the Operational Support Officer with creating and planning rotas for the clinical and non-clinical teams including;
Doctors, Trainees, Nursing Teams, Primary Care Network (PCN) and Enhanced Access Teams
- To add appointment schedules onto the clinical system as and when required
- To continually assess and evaluate systems, recommending changes and improvement to the Practice Manager and Administration Manager
- Lead and co-ordinate ad hoc projects as requested by the management team
- To undertake specific assigned tasks, project support or development work
- To attend Practice meetings as required

This job description is not exhaustive and the post holder may be required to undertake other duties from time to time as are consistent with the responsibility of the grade.

This job description is subject to review and development from time to time in liaison with the post holder.

Health Clearance

Health clearance is required for this appointment. Applicants must complete a medical questionnaire, return it to the Occupational Department and, if required, undergo a medical examination before appointment.

Disclosure and Barring Service Check

A Disclosure and Barring Service check and disclosure will be required before appointment for all posts with access to children or vulnerable adults or where the post holder has access to patient information.

Confidentiality

You are required to maintain confidentiality of any information concerning patients which you have access to or may be given during your work, in accordance with current policy on confidentiality at the GP Practice sites you work at. Security

It is the responsibility of all employees to work within the security policies and procedures of the practices they work at to protect the patients, staff and visitors. This duty applies to the specific work area of the individual and the practice in general.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do 'It in a fair and lawful way'. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action which may involve dismissal.

Equal Opportunities

Equality of opportunity is an integral part of Woolpit Health Centre's recruitment and selection process and recruiting managers must ensure that they comply fully with Woolpit Health Centre's Equality & Diversity Policy. Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safeguarding children and vulnerable adults

Woolpit Health Centre as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment. If the post is one that involves access to children and vulnerable adults during the course of their normal duties, an enhanced Disclosure and Barring Service (DBS) check will be required.

All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

All clinical staff have a responsibility to understand the principles of the Mental Capacity Act (DH, 2005) to ensure people who are 16 and over are empowered to make decisions for themselves. It is the responsibility of clinical staff to assess capacity within their particular remit of care provision; to identify, act and support those who lack capacity to make specific decisions.

Person Specification

Job Title: Compliance Officer

As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

Criteria for Selection	Essential Requirements	Desirable Requirements	Assessment Method
Qualifications	Educated to GCSE level or equivalent		Application Form Interview
Knowledge and Experience	Experience of working in an administration role Experience of establishing effective office administrative systems	Experience of working in a health care setting	Application Form Interview
Skills	Excellent communication skills (written and oral) Excellent IT skills In-depth knowledge of Office and Outlook Effective time management (Planning & Organising) Ability to work as a team member and autonomously Good interpersonal skills Problem solving & analytical skills Ability to follow policies and procedures	EMIS user skills	Application Form Interview
Personal Qualities	Polite and confident Flexible and cooperative		Application Form Interview

	Motivated		
	Forward thinker		

For more information / an informal conversation, please contact Kayleigh Pashley

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