OFTEC Ltd
Unit 25, Riduna Park, Station Road, Melton, Woodbridge, IP12 1QT

Job Description & Person Specification

1. Job Details

Job Title:	Compliance Officer
Hours:	Part-time 22.5 hours per week
Salary Band:	As agreed by the SMT
Version:	Version 7, November 2026

2. Purpose of the Job

The purpose of the job would be to ensure matters relating to compliance for the OFTEC registration schemes are administrated within a specified time frame and to generally assist the Compliance Services Manager to enforce the requirements of the scheme.

3. Scope

The Compliance Officer will work to provide an efficient and effective operation of compliance work to comply with the rules of registration R100. This includes communicating with registered technicians on corrective actions following non-conformance and providing support to the registration and inspection functions.

4. Reporting Structure

The Compliance Officer reports to the Compliance Services Manager who reports to the Registration Services Director who in turn reports to the Chief Executive Officer. The job requires operational links with other members of OFTEC staff.

5. Key Responsibilities and Accountabilities

- Liaise with the inspection department regarding post inspection non-conformities.
- Liaise with technicians regarding outstanding post inspection non-conformities to resolve cases swiftly and efficiently as possible.
- Collate and record evidence following completion of a non-conformance and liaise with inspection department in order to complete the final parts of the process.
- Ownership and handling of consumer complaints.
- Answer telephone and email enquiries from customers, technicians, and others and redirect calls as appropriate.
- Provide general customer support regarding inspection, registration, work notification and general enquiries.
- Evaluate and conduct a risk-based assessment of registered businesses inaccordance with CPS condition of authorisation 12 for future surveillance.

- Assess and record audits on TrustMark applicants and renewals in line with the TrustMark framework document.
- Assist the Registrations Team with scheme competency queries.
- Assess returning (Treat as New) businesses and decide if Inspection is required.
- Conduct internal competence reviews on technicians when cases arise.
- Assist with the post inspection non-compliance process for initial and surveillance of the MCS registration scheme. Assist with inspections and enquires relating to the scheme. Apply sanctions as required.

6. General Requirements

- The role requires a high level of administration skills and accuracy.
- Good organisational, communication and customer care skills.
- Able to work on own initiative and proactive to changes within the organisation
- Requires operational links with all other members within OFTEC, both employed and contracted.
- Other duties as may be required from time to time as agreed with the Compliance Services Manager and Registration Services Director.

7. Person Specification

• IT Literacy, including word and excel	Essential
• Interpersonal skills	Essential
• GCSE education, or equivalent, including Maths/Eng	Essential
• Knowledge of the heating sector and associated legislation	Essential
• Knowledge of CRM Systems	Desirable
• Awareness of CPS and legislators	Desirable
• Awareness of MCS/PAS 2030/TrustMark	Desirable
• Knowledge of consumer law / ADR	Desirable
• Hold or work towards technical competencies	Desirable

Where desirable is indicated – full training will be given upon appointment of the position.

Agreed by Job Holder: _____ (Name)

Signed: _____

Date: _____