

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Compliance Specialist	Department	Engagement & Support
Location	Sydney or Melbourne	Direct/Indirect Reports	0
Reports to	Offline Channel Manager	Date Revised	Aug 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	<b>Job Evaluation No:</b>	ES-FUND-05

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

### ■ Position Summary

The Compliance Specialist is responsible for ensuring the teams within Engagement & Support; fundraising, marketing and customer experience meet the legislative compliance requirements for all activities. This role will offer advice and coach delivery teams on compliance obligations. They will work closely with the Legal and Risk teams to ensure compliance across the Engagement & Support function and develop solutions to compliance issues or risks.

### ■ Position Responsibilities

#### Key Responsibilities

- Ensuring all fundraising products, programs and campaigns meet the fundraising compliance requirements set out by the regulatory bodies. These include, but are not limited to Regulators FIA, PFRA, ACCC, ACNC, ATO, OAIC and ACMA
- Protect Red Cross' reputation by implementing and embedding supporter-focussed, practical and effective compliance monitoring and evaluation activities across multiple fundraising channels including face to face, telephone, digital and social media.
- Be the key point of contact for regulators with any compliance requirements.
- Arranging fundraising licence renewals and all necessary permits or licences for programs
- Stay abreast of all compliance changes and what it means for Engagement & Support's programs and activities, using risk based analysis to make recommendations
- Provision of compliance training to Engagement & Support staff members.
- Manage the licence renewal and annual return process as well
- Prepare correspondence or submissions to regulators.

### ■ Position Selection Criteria

#### Technical Competencies

- Good understanding of:

- fundraising regulation both on a state and National level;
- gaming regulation – specifically in relation to raffles;
- privacy law; and
- Australian Consumer Law.
- Ability to communicate, influence and negotiate.
- Strong implementation skills, including your rigour in development of and adherence to quality assurance frameworks.
- Excellent attention to detail
- Great interpersonal skills to build positive relationships with stakeholders.
- Experience working in a policy or regulatory role in house or for a regulatory body.

### Qualifications/Licenses

- Highly desired for this role is prior experience in a compliance role with a major not-for-profit organisation.

### Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

### ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters