



Recruitment Information Pack

Compliance and Monitoring
Officer



Welcome to Doncaster Mind!

Thank you for your interest in working with us here at Doncaster Mind.

In this pack you should find all the information you need to learn more about us and what we do. This includes:

- More about us, what we believe in and our values
- Our application process
- The job description and person specification
- What we expect from our staff
- What you can expect from us

Our Organisation

Doncaster Mind is a passionate and energetic organisation that works to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face-to-face and online services from one to one support, groups, activities, guided learning and training and volunteering opportunities. We also work with Doncaster council and Rotherham, Doncaster & South Humber NHS Foundation Trust on specialist projects and services.

Our small team really cares about making a difference to the people of Doncaster and we work hard to make a positive change for people's mental health. Last year we helped over 2150 people who are living with mental health problems.

We have been supporting people in Doncaster for over 46 years.

We are affiliated to the Mind network **BUT** we are not a branch of national Mind – we are an independent local charity that fundraises locally and applies for grants and bids in order to continue our work.

Our Core Values

Seeing Potential



Appreciating each individual for who and where they are, we use all our skills to tailor support, there is no 'one size fits all'.

Making Change



With passion and determination, we work together by focussing on what is possible, helping individuals and communities move forward.

Listening to Learn



Actively hearing the voices of our internal and external communities, we improve and adapt our learning and structures, holding ourselves to account taking ownership of our future.

Shared Confidence



Encouraging free flow of ideas and information, we nurture trust gaining a clear sense of where we stand and how to be most effective.

Our Beliefs



No one should have to face mental ill health alone



Mental health and physical health are equally important and anyone can experience mental health difficulties



Everyone deserves access to mental health support tailored to who they are; enabling them to feel listened to and heard



In constant learning from lived experience, others and our partners



We play a vital part in the mental health landscape, striving to be agile and open to change, continuously evolving

What people say about us:

“Being able to talk without judgement to my counsellor I’ve been able to reflect on how my past has affected me. I’m so grateful and now feel able to build my life back up and even help others. This service has been a life saver”

“Thank you Doncaster Mind staff I really couldn't be more grateful for all the amazing work and support you do”

“I wasn't sure what to expect from mentoring but I gained so much from it and my mentor was great.”

“I have lost count now of how many students you have taken on as volunteers. The ones you have speak highly of Doncaster Mind and this is great for their development. Thank you”

A note from our CEO



We are really pleased that you are interested in working with us!

Applying for a job can be a big step for a whole range of reasons and we want to make Doncaster Mind a potential work option for as wide a range of people as possible. A diverse staff team creates the value in our services that we want all those we help to experience.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as us finding out about you!

We are always keen to hear from people who are passionate about mental health and about working to support those who are experiencing mental ill health. Perhaps you have had your own experience of mental ill health and feel that your own learning and journey may help you to support others.

We are proud to be able to celebrate the diversity of our existing team and welcome interest in from all cultures and backgrounds that make up Doncaster's community – whether that's for support, for employment, for volunteering or for partnership. We recognise our responsibility to be a force for good and aspire to being a great example of equality, diversity and inclusion in action.

We look forward to hearing from you!

The Role

The Compliance and Monitoring Officer at Doncaster Mind plays a pivotal role in ensuring the organisation operates safely, ethically, and in line with all regulatory and quality standards. This permanent, part-time position (22.5 hours per week) reports directly to the Chief Executive Officer and supports the organisation's strategic vision by embedding a culture of compliance, continuous improvement, and accountability.

The post holder leads on the development and implementation of policies and procedures across health and safety, IT, environmental, and legal domains, ensuring Doncaster Mind meets its statutory obligations and maintains key certifications such as Cyber Essentials, CHAS, and Mind Quality Management (MQM). They oversee the Client Record Management System (CRMS), monitor service-level agreements, and coordinate internal reporting systems including risk assessments, incident logs, and statutory testing.

A key aspect of the role is supporting service managers and coordinators with accurate and timely reporting across all services, ensuring performance data is collected, analysed, and shared in line with contractual and organisational requirements. Working closely with service managers and the Health & Safety team, the officer ensures staff, volunteers, and contractors are equipped with the tools, training, and resources needed to operate safely and effectively. They also lead on staff induction processes, maintain the asset register, and support internal investigations when necessary.

This role demands a proactive, highly organised, and detail-oriented individual who can foster a culture of safety and learning, identify areas for improvement, and communicate clearly across all levels of the organisation. A high level of IT proficiency is essential, including confidence in managing databases, digital systems, and reporting tools. As a champion for quality and compliance, the officer plays a key role in helping Doncaster Mind deliver its mission with integrity, transparency, and impact ensuring that services remain safe, effective, and aligned with the needs of the community.

Job Description

Job Title:	Compliance and Monitoring Officer
Hours:	22.5 hours per week (3 days a week ideally to include Monday/Friday but can be flexible)
Salary:	£28,033.75 per annum, pro rata
Contract:	Permanent
Responsible to:	Chief Executive Officer
Responsible for:	No line management responsibilities
Hybrid working	Following successful completion of probationary period, there may be opportunities to work from home as and when the services/organisation allows.
Annual Leave	25 days leave plus an additional 8 day bank holidays, rising 30 days (1 day per year after 3 years of continuous service) to a maximum of 30 days.
Aim of the post:	To lead on compliance, monitoring, and quality assurance across Doncaster Mind, ensuring the organisation meets legal, safety, and regulatory standards. The role supports service reporting, policy development, and system oversight, fostering a culture of safety, accountability, and continuous improvement aligned with Doncaster Mind's values and strategic vision.
Key objectives:	
1. Ensure Organisational Compliance and Safety 2. Embed Quality Assurance Across Services 3. Strengthen Monitoring and Reporting Systems 4. Support Organisational Infrastructure and Induction 5. Champion a Culture of Safety, Accountability, and Learning	

Main duties:

Quality Duties

- Lead in drafting, reviewing, modifying and implementing Doncaster Mind's Policies and Procedures in line with all relevant regulations and standards.
- Lead in developing quality management systems and achieving and renewing third party certifications including but not limited to, Cyber Essentials, Contractors Health and Safety (CHAS), Mind Quality Management (MQM) which will provide independent confirmation that Doncaster Mind is meeting the requirements of those certifications.
- Oversee and support staff across the organisation to ensure complaints and incidents are received, recorded, and responded to promptly and in accordance with Doncaster Mind's policies and procedures. Escalate key issues to the Chief Executive Officer for inclusion in board-level reporting at Trustee Meetings.
- Lead in creating and maintaining a climate in which individuals feel safety has high value and that they are clear about responsibilities, safety aims and objectives within Doncaster Mind.
- Lead on the production and publication of our annual Quality and Impact Report across Doncaster Mind.

Compliance and Monitoring

- Lead the setup, auditing, and development of the Client Record Management System (CRMS), ensuring it meets service, contract, and organisational requirements, with appropriate training for staff, volunteers, and subcontractors.
- Oversee service-level agreement monitoring and reporting, working with the Services Manager to ensure timely and accurate submissions.
- Ensure staff access to essential systems and resources (CRMS, HR, IT, phones, ID), coordinating with service leads.
- Support the Health & Safety Lead and Deputy in developing and implementing compliance measures across the organisation, including training for staff, volunteers, visitors, and contractors.
- Coordinate and report on risk assessments, monthly building checks, and statutory testing (e.g. electrics, fire alarms), including tendering and remedial work.

- Manage accident and incident reporting systems, support investigations, and ensure RIDDOR compliance, liaising with internal and external stakeholders.
- Maintain and monitor the organisational asset register.
- Oversee contractor relationships, ensuring compliance, performance monitoring, budgeting support, and retendering as needed.

Supporting the Senior Leadership Team – Allocated Responsibility

- Lead staff induction planning with the Services Manager, ensuring tailored programmes and up-to-date handbook content.
- Take on one of Doncaster Mind’s vacant lead roles, such as Health and Safety or Data Protection providing strategic oversight, ensuring compliance, and supporting staff with training, guidance, and implementation.
- Identify safety improvements and report non-compliance to senior leadership.

General duties

- Promoting equity in health by working in partnership with individuals and groups that face barriers to good health.
- Acting as an ambassador and represent Doncaster Mind at external functions, events to a minimum of four per year.
- Being familiar with the Doncaster Mind ‘Code of Conduct’ and ensure that it is followed at all times both by staff, volunteers and clients.
- Participating in supervision and internal/external staff development including mandatory training related to the role.
- Taking responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Gathering and Equality & Diversity requirements are met and all other Company policies complied with.
- Attending and contributing to regular team meetings.
- Ensuring understanding of and compliance with all Doncaster Mind’s policies and procedures.
- Working in alignment with the aims, objectives, and core values of Doncaster Mind, including working with all members of the community some of whom are victims, perpetrators & ex-offenders
- Undertaking any other duties that may from time to time be reasonably required.

Working within Doncaster Mind values

- Ensure a commitment to quality, working within Doncaster Mind's policies and procedures
- Contribute to the wider development of Doncaster Mind
- Be a champion for mental health
- Working collaboratively across all Doncaster Mind services to help achieve the strategic vision of the organisation

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager/organisation. If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Essential qualifications:

N/A

Person specification

Don't just tell us how you meet the specification – show us!

Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken, developments you contributed to. Feel free to add photos and videos

Knowledge, Skills, and Experience	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Experience of developing and implementing policies, procedures, and compliance frameworks.	A, I
Significant experience managing monitoring systems including a client management information system, audits, and reporting processes	A, I
Significant experience supporting organisational quality assurance and certification processes.	A, I
Experience in leading and supporting customer complaints	
Ability to manage multiple systems and coordinate across teams	A, I
Significant experience of working with and managing datasets including developing reports	A, I
Confident in leading inductions and delivering training	A, I
Able to identify and report on risks, incidents, and areas for improvement	A, I
Confident in ability to build rapport with a variety of audiences both virtually and face to face	A, I
Ability to work independently and collaboratively with internal and external stakeholders	A, I
Awareness and Understanding of Data Protection issues and the ability to work with confidential sensitive information	A, I
Awareness and Understanding of health and safety legislation and best practice	A, I

Practical Skills	
Ability to manage competing demands	A, I
Strong interpersonal skills and able to work as part of a team	A, I
Excellent verbal and written communication skills across many audiences	A, I
Ability to work under pressure and to tight deadlines	A, I
Proficiency in use of CRMS, HR systems, and Microsoft Office suite	A, I
Awareness of professional boundaries with clients, organisations and companies at all time	A, I
Significant and demonstrable organisational skills and attention to detail	A, I
Values and Attitudes	
Non-judgmental approach to people	A, I
Empathy for the client group	A, I
Willingness to offer some flexibility in working hours	A, I
A clear commitment to the values of Doncaster Mind and the voluntary sector	A, I
Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary	A, I

*** Experience – you should be able to draw on four or five different examples you could use to describe your experience***

***Significant experience – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time**

Our application process

You may want to have a conversation about the role before you apply.

Not sure if this is right for you... have a conversation with us?

We know applying for roles can be time consuming, and you may also be worried that your skills and experience might not be a good fit. To book a phone conversation with us before you apply, email Laura Arthur at laura@doncastermind.org.uk to arrange a call. We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the recruitment process.

I know this role is for me and I just want to apply!

If you want to head straight to applying for the role, that's fine too. Just send us your CV and covering letter including the attached form over to us at laura@doncastermind.org.uk

Interview Process...

We know how stressful and anxious time applying for a job can be so we want to be open and transparent about the process we will be carrying out for this role. Once you have submitted your documents, we will compare your details to what we are looking for with our person specification and job description, and if a good fit we will contact you for an interview.

Our interview process for this role will involve:

- Task relevant to the role (no more than 20 minutes)
- Panel interview with CEO, Trustee and Business Development Lead including a 10 minute presentation “How you would lead on embedding robust compliance, monitoring, and quality assurance practices within Doncaster Mind. How would you ensure legal and regulatory standards are upheld while maintaining a trauma-informed, inclusive approach that reflects the our core values? This stage will likely take up to an hour.

The above tasks will give you an opportunity to showcase your skills and knowledge in a variety of ways relevant to the role whilst giving us an opportunity to get to know you more. If you have any concerns or questions about this, please do not hesitate to contact us.

Closing date for CV and covering letters: Thursday 27th November at 5pm

Interview date: Tuesday 2nd December 25

What we expect from our people

Our clients and colleagues are really important to us. We want Doncaster Mind to be a great place to work and to receive services from, so we have some expectations of our staff.

You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the Doncaster Mind team, we will expect you to put clients at the centre of your work

Be empathetic and compassionate: You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion equity: Whenever you are representing Doncaster Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgmental: Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non-judgmental approach to our work. You may also need to challenge others stigmatizing views in a gentle and non-judgmental way.

Be open and transparent: You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

Be prepared to muck in! : We're a team and sometimes the unexpected happens. We expect all of our people to support each other, and this might mean you end up doing something you didn't expect to do, within reason!

What our staff can expect from working with us

We're a friendly team who are passionate about improving mental health for everyone. So, you'll be joining a group of like-minded people working together for a common cause. Whether it's tea and cake in our staff room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- **Hybrid working:** Most of our roles offer hybrid working arrangements, with the exception of a few fully office-based roles. There is a usual expectation of some office-based work in our hybrid roles but this depends on the role. Please check the role requirements at interview. If you prefer to be fully office based, you also have this option.
- **Flexible working arrangements:** When home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing.
- **Annual leave:** 25 days annual leave (excl. bank holidays). On completing 3 years continuous service at Doncaster Mind, full time employees are entitled to an additional 1- day annual leave per year up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave.
- **Pension contribution:** Doncaster Mind pays 3% employer pension contribution.
- **Professional body membership fees:** Where this is an essential part of your role, you can claim these back.
- **Working in a values-based organisation:** We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together.
- **Personal development:** We are a small but ever developing organisation, always seeking to work in new areas and on new projects. As such there are plenty of opportunities to work across service boundaries, learn new roles and work on new projects.
- **Casual uniform:** We want our staff to feel comfortable at work and encourage casual but respectful clothing to be worn.