Senior Operational Compliance Officer

Welcome! Thank you for your interest in Surviving Economic Abuse. We are delighted to hear from you.

Surviving Economic Abuse is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Since we were founded in 2017, we have successfully campaigned to outlaw economic abuse as a form of coercive control, raised awareness and driven lasting systemic change for victim-survivors. But there is still so much more to do. Our exciting three year strategy sets out our ambitious goals to drive impact at scale for victim-survivors.

We are now seeking a Senior Operational Compliance Officer to play a key role in helping us build and maintain the systems, processes and controls that enable our work to happen safely, effectively and in line with our legal and regulatory responsibilities.

You will have substantial experience in operational compliance, data protection and information governance or a related field, be able to work independently, applying sound judgement and taking a proportionate approach to risk.

You'll take a practical, solutions-focused approach, helping to develop and embed compliance practices that reflect SEA's values, operational needs and ways of working, making it easier for team members to do their jobs confidently and compliantly.

This is an opportunity to shape and improve how compliance works within a growing organisation.

We very much look forward to receiving your application.



Sam Smethers, Chief Executive

Senior Operational Compliance Officer

Reporting to: Head of Operations

Location: Home-based with occasional UK travel

Salary: £37,000 pro rata (£29,600 Salary, 0.8 Full Time Equivalent) per annum

Contract: Part-time (28 hrs pw) can be worked flexibly

What we offer

- 25 days annual leave (20 pro rata), and Statutory Bank Holidays (pro rata)
- 5 Wellbeing days (discretionary, non-contractual, 4 pro rata)
- Working from home
- Flexible working and TOIL
- 5% Employer Pension Contribution
- Reflective practice
- Health Cash Plan, including Employee Assistance Programme
- Enhanced sick pay, family leave (inc 13 weeks full and 13 weeks half maternity, adoption, or kinship care pay, and 4 weeks paid paternity leave), and 5 days paid carers leave.
- The chance to be part of our highly professional, supportive team

About SEA

We are the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. **We work to save lives and stop economic abuse forever.**

Our vision is a world in which all women and girls achieve economic equality and can live their lives free of abuse and exploitation. Not only surviving but thriving.

Our mission is to raise awareness of economic abuse and transform responses to it.

To achieve this, we must ensure that the policies and practices of financial services firms, domestic abuse support services, public services and government reflect the needs of all victim-survivors of economic abuse.

We are committed to centring victim-survivors in all that we do and broadening our understanding of the needs of survivors, particularly those who are marginalised within society. We work alongside the Experts by Experience - a group of victim-survivors whose voices and experiences shape our work.

Our primary focus is on influencing the women's, public and financial services sectors, to create a model for improved support for victim-survivors of economic abuse, calling on government to facilitate these changes and work with them to improve their systems and practice. To find out more about our story and journey since we were founded in 2017, please visit https://survivingeconomicabuse.org/about-us/our-story/

Our values

- **We are purposeful** - everything we do is driven by our passion to make the world a safe and equal place for women.
- **We learn and share** - our team is curious, reflective, always learning and eager to share its expertise.
- **We work in partnership** - We know that we can only achieve our goals if we work alongside others – our colleagues, the women who inspire our work and our partners.
- **We are agile** - We are creative in meeting the challenges that must be overcome to create change.
- **We believe** - Our work is centred on survivors of economic abuse: their experiences and knowledge shape how we respond.
- **We value equity** - We believe in fairness and justice and we focus on removing barriers caused by systemic inequalities.

About the role

Purpose

To strengthen SEA's operational compliance by managing and improving the systems, processes and controls that help keep the charity safe and compliant, while enabling work to flow efficiently and without unnecessary administrative burden.

Working closely with the Head of Operations, the postholder will take responsibility for agreed areas of operational compliance, particularly contract management, data protection, information governance and internal assurance.

The role requires someone with substantial relevant experience who can exercise sound judgement, take a risk-based and proportionate approach, and identify practical solutions to problems. They will work independently within agreed responsibilities, making recommendations and recognising when consultation, approval or specialist legal advice is required.

As part of a small, collaborative Operations team, the postholder will help embed effective compliance practices that reflect SEA's values, operational needs and ways of working, making it easier for team members to do their jobs confidently and compliantly.

Recognising that workloads and priorities will vary, the role will also contribute to wider operational projects and activities, drawing on the postholder's skills and experience where they can add greatest value.

Main Responsibilities

Contract management and due diligence

- Manage SEA's contract management processes, including contracts, data sharing and processing agreements, ensuring key obligations, deadlines, approvals and associated records are accurately maintained and monitored.
- Coordinate contract reviews, due diligence and onboarding compliance requirements for suppliers, clients, partners, consultants, training associates and other relevant external relationships.
- Review contracts and related documentation from an operational compliance perspective, identifying risks, gaps or matters requiring further consideration before approval or signature. This may include data protection, insurance, safeguarding, financial or other contractual requirements.

- Liaise with external legal advisers and other specialists where appropriate, preparing clear instructions, coordinating advice and supporting the implementation of agreed recommendations.
- Develop and improve practical contract management procedures, guidance, templates and controls, including those supporting the growth of SEA's training and consultancy activities.

Data protection and information governance

- Coordinate the implementation and ongoing improvement of SEA's data protection and information governance arrangements, working with the Head of Operations and relevant specialist advisers.
- Contribute to the development and review of SEA's data protection and information governance policies, ensuring they meet legal requirements while reflecting the charity's values, operational needs and ways of working.
- Maintain oversight of data protection records, registers and processes, including data sharing and processing agreements, data protection impact assessments, information rights requests, incidents and breaches.
- Support effective records management, document retention and secure information-sharing practices across the organisation.
- Contribute to the development and improvement of SharePoint and other systems from an information governance, access control and records management perspective.
- Develop and deliver practical guidance and short training sessions to help team members understand and apply data protection, information governance and other relevant compliance requirements in their everyday work.

Operational compliance and assurance

- Develop and embed proportionate, efficient and reliable compliance processes that are easy for team members to understand and use, reducing unnecessary administration and improving them over time in response to feedback and changing needs.
- Undertake periodic checks and reviews to assess whether agreed policies, procedures and controls are working effectively in practice. This may include reviewing contract records, onboarding documentation, compliance registers or evidence that agreed actions have been completed.
- Maintain oversight of relevant operational registers, trackers and review schedules, including contracts, data protection, incidents, safeguarding, complaints, policy

reviews and insurance, working with responsible team members to ensure information is accurate and actions are followed through.

- Support the development, review and implementation of operational policies and procedures, working with relevant policy owners to ensure they are proportionate, practical and accessible, and provide clear guidance that helps team members work confidently and compliantly.
- Identify compliance gaps, recurring issues and opportunities for improvement, recommending proportionate solutions and following up agreed actions.
- Support the effective use of organisational systems, including SharePoint and Salesforce, to improve records management, compliance tracking and reporting.

Planning, reporting and wider operational contribution

- Take ownership of agreed compliance workstreams, planning and delivering activities independently while recognising when matters require consultation, specialist advice or escalation.
- Provide clear, timely updates to the Head of Operations on progress, emerging risks, outstanding actions and matters requiring decisions, with practical recommendations where appropriate.
- Manage competing priorities and deadlines effectively, maintaining accurate records, communicating capacity concerns early and helping to ensure work is appropriately prioritised.
- Contribute to the development and improvement of SEA's operational systems and processes, focusing on proportionate, efficient and sustainable ways of working.
- Support wider operational projects and activities as priorities and workloads change, making effective use of the postholder's skills and capacity across the department.
- Work collaboratively with Operations team members and team members across SEA, sharing knowledge and helping to embed the department's mission, principles and agreed ways of working.

General duties

- Contribute to the promotion of SEA and its work.
- Participate in team meetings, planning and organisational development activities.
- Take responsibility for ongoing professional development.
- Uphold SEA's values, feminist ethos and commitment to equity, diversity and inclusion.

- Comply with SEA's policies, procedures and relevant legal requirements, including confidentiality, data protection, safeguarding and health and safety.
- Undertake other reasonable duties consistent with the level and purpose of the role.

The postholder will be responsible for managing agreed compliance processes and making recommendations, but will not be expected to provide legal advice, act as SEA's Data Protection Officer or approve contracts outside agreed delegated authority.

This job description is not exhaustive and may evolve in response to organisational needs and the development of the Operations function.

Person specification

Essential skills and experience

- Demonstrable experience in operational compliance, information governance or a related field, including managing processes and responsibilities independently.
- Practical experience of reviewing contracts, terms and conditions and supplier requirements, including identifying risks, undertaking due diligence and recommending appropriate solutions.
- Good working knowledge of UK data protection requirements, information governance and records management, with experience of applying these in practice.
- Understanding of risk management and experience of developing or improving proportionate policies, procedures and compliance controls.
- Strong analytical and problem-solving skills, with the ability to assess risks, recommend practical solutions and implement agreed improvements, recognising when consultation, approval or specialist advice is required.
- Excellent organisational skills, with the ability to manage competing priorities, deadlines and detailed records accurately and reliably.
- Excellent written and verbal communication skills, including the ability to explain complex requirements clearly, provide practical guidance and deliver accessible training.
- Confident digital skills, including Microsoft 365 and experience of using systems to manage records, compliance information and actions.

Attitudes and behaviours

- **Takes ownership and follows through:** Takes responsibility for agreed work, communicates progress clearly and raises risks or concerns early.
- **Exercises sound judgement:** Takes a risk-based and proportionate approach, understands the boundaries of delegated authority and knows when to consult, seek specialist advice or escalate decisions.
- **Works collaboratively:** Shares knowledge, supports others and contributes positively to the wider Operations team.
- **Solutions-focused:** Takes a constructive approach to challenges, looking beyond identifying problems to proposing practical solutions and helping put them into action.
- **Acts with integrity and care:** Handles sensitive information responsibly and demonstrates fairness, respect and consideration for others.

Desirable experience and knowledge

- Experience of working in a charity, regulated organisation or an environment with complex compliance requirements.
- Experience of contract management or due diligence within consultancy, training or professional services.
- Experience of internal assurance checks, compliance reviews or similar monitoring activities.
- Familiarity with Salesforce, SharePoint or comparable systems.
- A relevant qualification or professional development in compliance, data protection, governance, contract management or a related field.

Working arrangements

- Candidates must have the right to live and work in the UK. All posts, including remote posts, are based in the UK.
- This role is home-based, with occasional travel required for meetings and organisational activities.
- Equipment will be provided and authorised work-related travel expenses covered in accordance with SEA's policies.

- The postholder will work closely with the Head of Operations, Operations team members, team members across SEA and external legal and other specialist advisers.
- Due to the nature of our work and this role, appointment will be subject to satisfactory Disclosure and Barring Service (DBS) check and references.

To apply

Please apply on-line at: https://survivingeconomicabuse.org/jobs-at-sea/, or by contacting recruitment@survivingeconomicabuse.org to request an application form.

If you would like an informal discussion about the role, please contact recruitment@survivingeconomicabuse.org.

Applications close at 11.59pm on 11.59pm on 23rd November 2026.

Interviews are scheduled to take place virtually via Teams week beginning 14th December 2026.

We offer a guaranteed interview to disabled candidates who meet the essential criteria for this role. If you are eligible and would like to be considered under the guaranteed interview scheme, please indicate this on your application.

SEA is committed to protecting your **personal data** in accordance with GDPR. By applying for this role, you consent to the processing of your personal data for recruitment purposes. For more information on how we handle your data and your rights, please read SEA's Candidate Privacy Notice

Surviving Economic Abuse (SEA) is committed to developing an inclusive team which reflects the diversity of the communities we support. Our culture celebrates diverse voices, and we particularly encourage applications from Black and minoritised applicants and disabled applicants who are under-represented at SEA.