



ST JOHN'S
FOUNDATION EST. 1174

COMPLIANCE MANAGER CANDIDATE RECRUITMENT PACK

To apply, contact Charlie Butler, HR Officer, on
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A WARM WELCOME FROM OUR CEO, CATHARINE BROWN

This is a pivotal moment for St John's Foundation - you'll be joining us at an exciting time.

We're an organisation with more than 850 years of history, but what matters most right now is where we're going next. We're creating new almshouses, welcoming more people into safe, affordable homes, and strengthening our role as a leader in our sector. At the same time, we're investing in how we work - improving our systems, sharpening our operations, and making sure we're set up to deliver well, now and for the long term.

We're also on the move. Come April 2026, our team will be based in new offices at 1 Queen Square - a building that reflects who we are today: purposeful, ambitious and rooted in community.

We're looking for people who want to help shape what comes next at St John's. We're looking for colleagues who bring ideas, energy and care; people who are prepared to challenge how things are done, while staying grounded in what really matters.

Our values guide everything we do. Trust - in each other, and in the people we support. Courage - to make difficult decisions, try new approaches and keep improving. Kindness - because how we work matters just as much as what we achieve.

If you want to be part of an organisation that is proud of its past but firmly focused on the future - and where your work will make a real difference - we'd love to hear from you.

**Catharine Brown, Chief Executive
St John's Foundation**



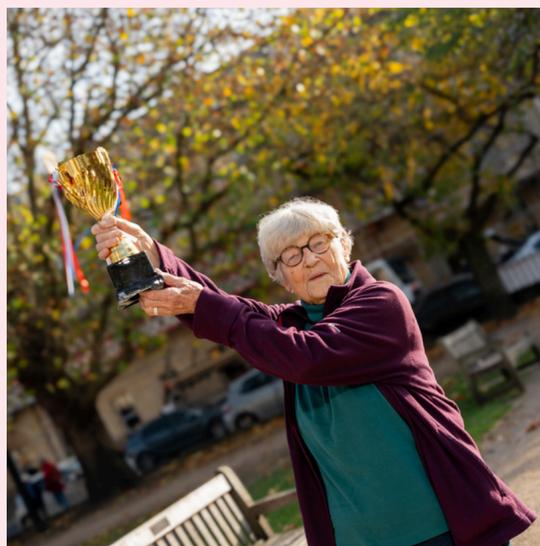
ABOUT ST JOHN'S FOUNDATION

For over 850 years, St John's Foundation has been changing people's lives, for good. As one of the UK's oldest charities, we are proud to serve Bath and the surrounding area.

At the heart of our work is our almshouse community, where we provide housing for older adults in need. Alongside this, we run outreach services that help older adults in Bath and North East Somerset to live independently for longer.

With the expertise and resources we have built over centuries, we are now able to support even more of our community, which is why we offer direct help to people of all ages facing financial crisis. Our Crisis Programme provides people with essential needs, such as beds, white goods, furniture, counselling, debt support and basic employment skills and training.

Every aspect of our work is built upon our values of trust, kindness, and courage, and inspired by our purpose: to change lives. For good. It's a long-term strategy, but we're unwavering. After all, we've been around for over 850 years.



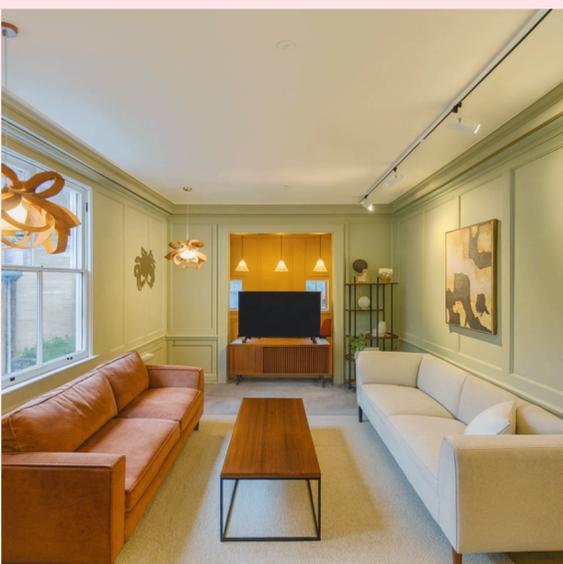
MOVING TO 1 QUEEN SQUARE

In 2026, St John's staff will move into the top two floors of 1 Queen Square. Refurbished in 2022 by the Charity's Trading Company, the House of St John's was created as a flexible, welcoming space for people to work, meet and celebrate. The building is home to co-working and dedicated desks, meeting rooms, event spaces and a relaxed members' bar. Thoughtful touches - including showers with complimentary toiletries, Dyson hairdryers and access to a courtyard garden - make it a place designed around people, not just desks.

Because of the building's character and setting, the House also hosts intimate wedding ceremonies on Saturdays, offering couples a historic yet contemporary space in the heart of the city.

As part of the move, St John's staff will be based on the top two floors, while the lower three floors will continue to operate as the House of St John's for members, clients and events. This ensures the building continues to thrive as a shared, purposeful space. The move is about more than a change of address. Relocating to Queen Square allows us to give up our existing offices, freeing up space to invest in new almshouses and welcome more older people into safe, affordable homes. It's a practical decision that directly supports our charitable mission.

Being based at 1 Queen Square reflects who we are today - ambitious, rooted in community, and focused on using our assets in the best possible way to support people across Bath.



JOB DESCRIPTION

Location: Bath city centre/hybrid (minimum 4 days in the office)

Hours of Work: Full-time 35 hours per week, Monday–Friday

Reports to: Head of Risk and Compliance

Contract: Permanent

Closing date: 6th April 2026

Role Purpose

Under the direction of the Head of Risk and Compliance, the Compliance Manager plays a central role in ensuring robust, Charity-wide compliance across all areas of the Charity's operations. This includes governance, residents' services, data protection, health and safety, safeguarding, HR, Estates IT and charity-specific regulatory requirements.

The Compliance Manager will oversee compliance systems and frameworks, ensuring that policies and procedures, documentation and internal controls meet all statutory, regulatory and sector standards, including the Standard of Almshouse Management (SAMs) or any other regulatory or advisory body. This role will support Trustees, the Executive and the Senior Management Team by providing clear oversight, assurance and expert advice on compliance risks and obligations.

Key Responsibilities

1.Strategic Compliance

- Manage and coordinate compliance activity across the charity, ensuring alignment with legal, regulatory, governance and best-practise standards.
- Maintain full compliance with the Standards of Almshouse Management (SAMs) and ensure alignment with broader charity regulatory framework.
- Act as the Charity's central subject-matter expert for all compliance matters, ensuring consistent advice and guidance across departments.

2.Policy, Process and Documentation Management

- Develop, implement, and manage policies, procedures, frameworks and operational protocols covering charity governance, resident services, data protection, safeguarding and health and safety.
- Maintain a rolling review cycle to ensure policies retain current, legally sound, and reflect good practice.
- Work with legal advisors to maintain regulatory alignment
- Create clear accessible documentation for staff, trustees, volunteers and residents.

3. Monitoring, Assurance and Reporting

- Lead internal audit, compliance checks, and assurance activities, identify gaps and ensuring corrective actions.
- Maintain accurate compliance records, including those relating to residents and Charity governance.
- Responsible for the delivery assurance reporting to Trustees and Executive and ensuring compliance risks are managed effectively.

4. Risk Management and Incident Oversight

- Monitor compliance-related risk and support mitigation measures.
- Manage and investigate compliance-related concerns, complaints and incidents, ensuring learning is embedded in practice.

5. Resident-Related Governance

- Oversee all pre-licence to occupy compliance processes including checks, documentation and due diligence for almshouse residents.
- Ensure residents rights, responsibilities and information is clearly documented and accessible.

6. Organisational Development and Cross-Team Support

- Support major projects and service improvements, contributing compliance expertise to charity operations.
- Ensure Trustees are informed and engaged in the areas where they hold accountability or oversight duties.

7. Safeguarding, Health and Safety and Charity Responsibilities

- Ensure all property and legal health and safety compliance obligations are met.
- Promote strong safeguarding culture and ensure safeguarding policies and training are adhered to.
- Support equality, diversity and inclusion compliance across the charity.

8. General Responsibilities

- Participate in appraisal and development activities
- Attend internal/external training relevant to role
- Uphold Charity values of trust, kindness and courage.

Person Specification

Qualification

Essential: Relevant compliance, risk, governance or regulatory qualification (or willingness to work towards one)

Assessment: CV/Verification of qualifications (candidate to bring original certificates to interview)

Professional Development

Essential: Evidence of continued professional development relating to compliance, governance, risk, charity regulation or data protection.

Assessment: CV/Formal face-to-face interview

Experience

Essential:

- Experience developing and implementing policies, procedures, and audit tools.
- Experience working with external legal advisors to ensure regulatory alignment.
- Track record of managing compliance audits, investigations, or inspections.
- Experience managing and resolving complaints and responding to incidents.
- Confidence in engaging with trustees, senior leaders, and external professionals.

Desirable:

- Proven experience in a compliance, risk or governance role within housing, health, social care, or charitable sectors.

Assessment: CV/Formal face-to-face interview

Knowledge

Essential:

- Understanding of charity governance, GDPR, safeguarding, health and safety and risk management

Desirable: Knowledge of almshouse regulation

Assessment: CV/Formal face-to-face interview

Skills and qualities

Essential:

- Ability to be pragmatic and proportionate
- Comfortable using a risk-based approach
- Excellent attention to detail and analytical skills.
- Strong written communication skills for policy drafting, reporting, and documentation.
- Proficient in Microsoft Office and document management systems.
- Highly organised and self-motivated with a proactive approach.
- Integrity and discretion when handling confidential or sensitive matters.
- Strong interpersonal skills with a collaborative and supportive approach.
- Comfortable working independently, including occasional lone working.

Assessment: CV/Formal face-to-face interview

BENEFITS AT ST JOHN'S



Cycle to Work Scheme

We're proud to offer a Cycle to Work Scheme through BHN Extras, helping you save on bicycles and accessories while supporting healthy, sustainable travel. This salary sacrifice scheme allows you to spread the cost of a bike and equipment tax-efficiently, making commuting cheaper and greener.



Home & Tech Scheme

Get the gear you want for home or work with our Home & Tech Scheme from BHN Extras. Choose from a wide range of tech, furniture and more — all available through a salary sacrifice arrangement that can save you money on everyday essentials.



Private Medical Insurance

Your health matters — that's why we provide comprehensive Private Medical Insurance with BUPA. This benefit supports quicker access to medical specialists, diagnostics, and treatment when you need it most, giving you peace of mind and better control over your care.



Life Assurance (3× Annual Salary)

We support your loved ones if the unexpected happens. Our Life Assurance benefit, provided by AIG, pays out a lump sum of three times your annual salary, helping to protect your family's financial future.



Salary Sacrifice Pension Scheme (10% Employer Contribution)

Plan for tomorrow with confidence. Our pension scheme, provided by Aviva, includes a generous 10% employer contribution via salary sacrifice — giving you a tax-efficient way to build your retirement savings and benefit from long-term financial security.



Employee Assistance Programme (EAP)

Life can be unpredictable — and support should be too. Through BUPA's Employee Assistance Programme, you and your household members can access confidential wellbeing services, including counselling, advice and resources for everyday challenges.



33 Days Annual Leave (Inclusive of Bank Holidays)

We recognise the importance of work-life balance. All employees receive 33 days of annual leave, inclusive of UK Bank Holidays, so you have plenty of time to rest, recharge and enjoy life outside of work.



**REGISTERED CHARITY 201476
ST JOHN'S FOUNDATION EST.1174
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