

JUSTICE OPPONG TUAH

DataAnalyst | ProjectManager | DigitalMarketer | Teacher

 Portfolio

 London, UK

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SUMMARY

Results-driven compliance and operations professional with extensive experience in regulatory oversight, safeguarding, and risk management across educational, commercial, and government environments. Proven track record in conducting site inspections, maintaining 100% compliance with health & safety standards, and resolving complex stakeholder complaints through structured investigation and enforcement-ready processes. Skilled in identifying risks, documenting non-compliance, and liaising with contractors, external agencies, and vulnerable populations to ensure safe, compliant environments. Committed to protecting public health and improving living conditions through diligent enforcement and collaborative problem-solving.

PROFESSIONAL EXPERIENCE

Merton College

09 / 2025 – Present

London, UK

Learning Coach

- Monitor compliance with safeguarding protocols and SEND regulations for vulnerable learners, contributing to 100% adherence across supported student cohorts
- Investigate and document behavioral incidents, welfare concerns, and safeguarding issues, escalating through appropriate reporting channels in line with statutory requirements
- Collaborate with EHCP coordinators, teaching staff, and external specialists (social services, mental health teams) to ensure individual support plans meet regulatory standards
- Supported 95% of learners to meet or exceed IEP and EHCP targets during 2025 Autumn term through structured interventions and progress monitoring
- Contributed to 30% reduction in student behavior referrals through trauma-informed, de-escalation approaches and positive behavior support strategies
- Record detailed progress notes and interventions on ProMonitor system for learner reviews, compliance tracking, and multi-agency coordination

The Clean Space

08/2023 – Present

London, UK

Operations Manager (Part-time)

- Conduct regular site inspections and compliance audits across 20+ commercial premises, identifying and documenting health & safety risks, hygiene violations, and non-compliance issues in line with statutory regulations
- Investigate client complaints and service failures, implementing corrective actions and maintaining detailed incident records for regulatory and audit purposes
- Enforce hygiene and safety standards, achieving 100% compliance across all managed sites and improving operational efficiency by 20%
- Assess property hazards and environmental risks, coordinating remedial works with contractors, external agencies, and clients to resolve issues within SLA timeframes
- Manage scheduling and performance for 20+ operatives, conducting training and reviews that increased staff retention by 25% over 6 months
- Track and report KPIs including site audit outcomes, incident response times, and client satisfaction metrics to senior operations teams

KEY ACHIEVEMENTS AND COMPLIANCE CAPABILITIES

Regulatory Compliance & Public Safety

Maintained 100% compliance with safeguarding and health & safety regulations across commercial and educational settings, reducing incident escalations by 20% through proactive monitoring and enforcement.

Inspections, Audit & Hazard Identification

Conducted 100+ facility audits and site inspections, identifying statutory breaches and hazards, and coordinating remedial actions with contractors, occupiers, and stakeholders.

Complaint Investigation & Case Resolution

Resolved stakeholder complaints 25% more efficiently through structured investigation, evidence gathering, documentation, and enforcement of service standards.

Operational Monitoring & Risk Reduction

Improved operational accuracy by 30–40% through enhanced monitoring systems, reducing administrative errors, repeat issues, and compliance risks.

Multi-Site Operational Oversight

Managed multi-site operations with 20+ staff, achieving consistent regulatory adherence, improved service delivery, and stronger accountability across locations.

TECHNICAL SKILLS

- Proficient in Microsoft Excel (advanced data analysis, reporting, validation tools)
- Experience with case management systems and compliance tracking databases
- Skilled in CCTV equipment operation and surveillance monitoring (SIA certified)
- Strong IT literacy for records management, report preparation, and digital documentation
- Comfortable using inspection tools and equipment in varied property environments

Ghana Education Service

09/2019 - 04/2023

Duayaw Nkwanta Ghana

Municipal IT Staff

- Conducted operational audits across 100+ educational facilities to verify compliance with national reporting standards, data accuracy requirements, and government regulations
- Investigated discrepancies, non-compliance cases, and data integrity issues, coordinating corrective actions with school administrators and district officials
- Maintained compliance documentation and prepared detailed audit reports for regional inspections and government readiness assessments
- Developed standardized Excel-based inspection and validation tools, reducing reporting errors by over 40% and improving audit outcomes
- Provided technical support and training to school staff on compliance systems and record-
- keeping requirements across the district

Ghana Education Service

09/2013 - 08/2019

Duayaw Nkwanta Ghana

Assistant Director 2 | Teacher – Maths & ICT

- Supervised 20+ staff and coordinated curriculum implementation for 400+ students, maintaining oversight of health, safety, and educational standards
- Served as Examination Officer, managing secure processes and ensuring regulatory compliance for national assessment data and candidate registration (BECE)
- Conducted facility oversight to maintain safe learning environments, addressing infrastructure issues and coordinating maintenance with district authorities
- Developed ICT lesson plans aligned with national standards, resulting in 30% improvement in student assessment scores
- Mentored newly posted teachers and organized subject-based CPD sessions for professional development

EDUCATION

MSc. Information Technology

[University of the West of Scotland, London, UK](#)

Completed: May 2024

BSc. Administration (Marketing)

[University of Ghana, Legon](#)

Completed: April 2013

Diploma in Basic Education

[Mampong Technical College of Education, Ghana](#)

Completed: August 2008

REFERENCES

Available upon request

CERTIFICATIONS & TRAINING

Regulatory & Safety Qualifications

- Highfield Level 2 Award for Door Supervisors in the Private Security Industry (SIA, 2025)
- Highfield Level 2 Award for CCTV Operators (Public Space Surveillance) (SIA, 2025)
- Safeguarding & Prevent (UK) – Protection of vulnerable children and young people, incident reporting, statutory compliance
- SEN & Inclusion Awareness – Supporting individuals with SEN, EHCPs, ADHD, and SEMH needs
- Health & Safety at Work – Risk awareness, incident prevention, and maintaining safe, compliant operational settings

Technical & Data Analysis

- MySQL for Data Analytics – Analyst Builder (2025)
- Corporate Finance Institute Fundamentals of Data Analysis in Excel, Coursera (2025)
- Microsoft Excel – Excel from Beginner to Advanced, Udemy (2024)
- Data Analysis with Pandas and Python, Udemy (2024)
- Google Foundations of Project Management, Coursera (2025)
- Excel for Administration & Operations (Practical training in data tracking and reporting)

Currently Undertaking

Independent study in housing legislation, Housing Health & Safety Rating System (HHSRS), and environmental health enforcement practices

PROFESSIONAL INTERESTS & DEVELOPMENT

Housing Standards & Public Health Protection

Actively developing knowledge of housing legislation, HHSRS, environmental health enforcement, and tenant protection regulations. Committed to improving living conditions and safeguarding vulnerable residents.

Community Impact & Vulnerable Populations

Dedicated to work that protects and supports vulnerable individuals, particularly in housing and public health contexts, ensuring safe and decent living conditions for all.

Crisis Management & Problem-Solving

Experienced in de-escalating conflicts, handling complex situations, and making sound decisions under pressure while maintaining professional standards.