

## ROLE PROFILE

<b>Job Title:</b> Performance and Compliance Administrator (Directly Managed)	<b>Role Reports to:</b> Performance and Compliance Manager	<b>Business Function:</b> Supported Housing	<b>Grade:</b> H
<b>Job Purpose:</b>  Provide a first-class administrative service within the Performance and Compliance Team to ensure Your Housing Group's Supported Housing and Safeguarding function meets its performance expectations.		<b>Key Competencies:</b> <ul style="list-style-type: none"> <li>• Flexibility &amp; Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Building Relationships</li> <li>• Gathering/Seeking Information</li> </ul>	
<b>Key Responsibilities:</b> <ol style="list-style-type: none"> <li>1. Collate, quality check and input data to enable accurate statistical returns to be completed with ease in relation to Supporting People, Learning contracts, Foyer Federation data sets, management teams and ad-hoc requests.</li> <li>2. Track the completion of CORE logs, internal outcomes forms and Social Value questionnaires across directly managed services.</li> <li>3. Assist the team in developing and maintaining an appropriate electronic filing system across Supported Housing and Safeguarding.</li> <li>4. Assist the team in standardising paperwork across service areas maintaining the corporate style.</li> <li>5. Provide a central point of contact for the Supported Housing Senior Management Team.</li> <li>6. Support the Supported Housing Senior Management Team with diary management.</li> <li>7. Assist the wider Supported Housing and Safeguarding Management team in specific projects as and when required.</li> <li>8. Work flexibly to support the wider Supported Housing and Safeguarding Management team to deliver and further develop services.</li> <li>9. Support the Management team to service meetings as and when required.</li> <li>10. Assist the Management team in placing orders and appropriately coding such orders</li> <li>11. Undertake additional duties appropriate to the role and/or grade.</li> </ol>			

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Microsoft Office (eg Word, PowerPoint and Excel)</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work accurately with attention to detail</li> <li>• Ability to work to tight deadlines</li> <li>• Good administration and organisational skills</li> <li>• Ability to prioritise tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Excel skills to intermediate level</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Administration and organisational experience</li> <li>• Experience of using a range of IT packages especially Excel</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	Key internal relationships with: <ul style="list-style-type: none"> <li>- Supported Housing Managers</li> <li>- Supported Housing Staff</li> <li>- Performance and Compliance Team</li> </ul>

### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with the YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

### **Key Role Performance Indicators**

1. Collation, quality checks and input of data in relation to Supporting People is up to date on a weekly basis and in relation to other returns is up to date as agreed with line manager.
2. The input of CORE logs, internal outcomes forms and Social Value questionnaires across directly managed services is up to date at the end of each week.
3. All email, verbal and written communication is forwarded to the relevant member of the Supported Housing Senior Management Team the same day.
4. Diary management requests from the Supported Housing Senior Management Team are actioned within one working day of receiving them.
5. Orders are placed and coded the same day as receiving them and the process is finalised within one working day of the goods or services being received.
6. Approved minutes of any meetings serviced are distributed within one working week of the meeting taking place.

**Date Role Profile Created/Updated:**

**September 2019**