

ROLE PROFILE

Job Title: Performance and Compliance Administrator (Agency Managed)	Role Reports to: Performance and Compliance Manager	Business Function: Supported Housing	Grade: H
Job Purpose: 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.	Key Competencies: <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Building Relationships • Gathering/Seeking Information 		
Key Responsibilities: <ol style="list-style-type: none"> 1. Initiate, quality check and input the annual and quarterly Performance Assessment Framework returns from Managing Agents to enable effective assessments to be carried out by the Agency Managed Services (AMS) team. 2. Record the return of AMS tenancy agreements and CORE logs, scanning and uploading tenancy agreements and inputting CORE logs accurately. 3. Support the AMS team in processes relating to Fire Risk Assessments and Energy Performance Certificates. 4. Assist the team in developing and maintaining an appropriate electronic filing system across Supported Housing and Safeguarding. 5. Assist the team in standardising paperwork across service areas maintaining the corporate style. 6. Provide a central point of contact for the AMS team. 7. Assist the wider Supported Housing and Safeguarding Management team in specific projects as and when required. 8. Work flexibly to support the wider Supported Housing and Safeguarding Management team to deliver and further develop services. 9. Support the Management team to service meetings as and when required. 10. Assist the Management team in placing orders and appropriately coding such orders 11. Undertake additional duties appropriate to the role and/or grade. 			

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

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

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. Annual and quarterly Performance Assessment Framework returns are requested, quality checked and input within timescales agreed with the Agency Services Manager
2. Agency Managed Services (AMS) tenancy agreements are recorded, scanned and uploaded within one working day; CORE forms for AMS properties are input within one working day of receiving them.
3. Fire Risk Assessment and Energy Performance Certificate processes for AMS properties are completed within one working week of receiving them.
4. Email, verbal and written communication are forwarded to the relevant member of the AMS team the same day as receiving it.
5. Orders are placed and coded the same day as receiving them and the process is finalised within one working day of the goods 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