

## ROLE PROFILE

# Compliance Administrator

**Grade**

**H**

**Contract Type**

**Home Worker 1**

**Head of Compliance**



**Compliance Hub Manager**



**Compliance Administrator**



**No Direct Reports**

**Department**

**Asset  
Management**



**Asset  
Compliance**

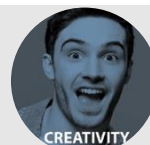
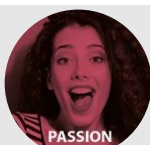
## Role Overview

Maintenance of compliance records, certification and administering the operational procedures to reduce Your Housing Group's risks, maintaining and maintain compliance with our statutory and regulatory requirements

## RESPONSIBILITIES

- Provide front line services to internal and external stakeholders and partners to ensure YHG meets customer service standards and maintain adequate and robust due diligence systems as a core component of Compliance.
- Undertake regular reconciliation audits and data cleansing to maintain the integrity of all data and records to maintain adequate and robust due diligence systems as a core component of Compliance. Including data quality checks within our risk registers, compliance records and equipment databases, anniversary records and works order system.
- Administer all servicing program, anniversary planning, works order system, follow on repairs, risk reduction actions and ensure all works order are correctly commissioned in line with service standards, contract requirements and Financial standing orders, including automated servicing and inspection and reactive repairs through Your Response.
- Issue work orders to contractors, monitor and update all live orders and ensure all works orders are progressed to financial completion and maintain the Orchard housing management systems ensuring accuracy and timeliness of data inputting, completions of works orders, anniversary dates, events and notes and co-ordinate data transfer and activities and liaise with third party suppliers to ensure data systems and quality is maintained for all compliance areas.
- Administer all YHG systems including Orchard Housing, repair module, compliance module, keystone, EDM solution Documotive. Including management of legal process and preparation of information and documents to support the legal process.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Respond to customer enquiries, service dissatisfaction, compliments and customer feedback through the customer triage support line. Liaise with internal stakeholders and compliance staff and monitor enquiries through to completion.
- Undertake additional duties appropriate to the role and/or grade.

### STRENGTHS

- ✓ Excellent communication skills, both written and verbal
- ✓ Ability to work effectively in a team and work independently in a fast-paced environment
- ✓ Ability to deliver excellent customer service
- ✓ Ability to use Microsoft Excel to interrogate data and monitor performance
- ✓ Excellent attention to detail, critical eye and a passion for data excellence
- ✓ Ability to drive and embed a 'correct first-time' ethos with contractors and colleagues
- ✓ Ability to build credible working relationships with internal and external stakeholders
- ✓ Excellent knowledge and skill of ICT solutions

### ESSENTIAL REQUIREMENTS

- ✓ Experience of handling customer and stakeholder enquiries through to resolution
- ✓ GCSE Maths and English (or equivalent)
- ✓ Experience of administering data, records and documentation and maintaining accurate records of works orders and procedures

### BENEFICIAL TO THE ROLE

- ✓ Experience of working within Social Housing
- ✓ Experience working in compliance administration role
- ✓ Experience of working for/ with a maintenance or servicing contractor
- ✓ Knowledge of compliance ICT system, including Orchard Housing Management, Keystone, Documotive

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