

ROLE PROFILE

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| Job Title: | Reports to: | Department: | Team: | Grade: |
| Compliance Administrator | Compliance Hub Manager | Asset Management | Asset Compliance | H |

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| Job Purpose: Responsible for maintaining compliance records and certification and administrating the operational procedures to reduce our risks and maintain compliance with our statutory and regulatory requirements. | Competencies: <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability |
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Key Responsibilities:

1. 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
2. Administer the risk-based Compliance control framework which allows risks to be managed effectively and support the business plan objectives and effectively administer data quality within our risk registers, compliance records and equipment databases, anniversary records and works order system.
3. 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.
4. 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.
5. 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.
6. Administer all ICT solutions including Orchard Housing, repair module, compliance module, keystone, EDM solution Documotive.
7. Authorise expenditure and payments for contracted works orders.
8. 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.
9. Input all stock condition information and life cycle information is obtained, recorded and fed into business plan projections.
10. Administer the access procedures including management of legal process and preparation of information and documents to support the legal process.
11. Undertake additional duties appropriate to the role and/or grade.

| | Essential | Desirable |
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| Knowledge | <ul style="list-style-type: none"> Excellent knowledge and skill of ICT solutions | <ul style="list-style-type: none"> knowledge of compliance ICT system, including Orchard housing management, Keystone, Documotive |
| Skills | <ul style="list-style-type: none"> Ability to Identify, build, monitor and maintain constructive relationships with stakeholders by influencing their effective contribution and manage expectations to positively impact agreed business objectives. | |
| Experience | <ul style="list-style-type: none"> Experience of administrating data, records and documentation and maintaining accurate records of works orders and procedures which support the business. Experience of handling customer and stakeholder enquiries through to resolution | |
| Qualifications/Education | <ul style="list-style-type: none"> GCSE Maths and English (or equivalent) | |

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| People Management Responsibility? | No line management responsibility |
| Budgetary Responsibility? | No budgetary responsibility |
| Key Relationships (internal/external) | Key operational contact for Your Housing Group with Communities, Your Response staff, repairs and investment staff, partner contractors, service providers, consultants and other third parties. |
| 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 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 <ol style="list-style-type: none"> 1. All allocated service areas achieve 100% compliance daily in correlation to YHG processes. 2. Zero open work orders are to reach 28days+ over their allocated target 3. Record and report that 100% of servicing certificates have been received within the time scales stated in the contract and any actions have been recorded and actioned as required. All immediate risks must be escalated to a contract manager with 1 hour of been received. 4. 95% of all work orders raised for your function area completed within the work orders target time. 5. Attend all contract meetings, ensure any issues are minuted with agreed action logged and the minutes are distributed within 5 days of the meeting. 6. Action all email queries within 72 hours of them been received into the compliance hub inbox, ensure any email requiring technical knowledge are passed to the specific function 'technical lead' within the 72 hours. 7. Your 'Hub Phone Line' are switched on for 7 hours per day and that adequate team phone cover is provided during the business hours of 9am to 5pm 8. Investigate and resolve any invoice queries within 5 days of receiving the query, ensuring the contract manager is informed and supporting any issues to be resolved | |
| Date Role Profile Created/Updated: | April 2020 |