

ROLE PROFILE

Compliance Co-Ordinator

Grade

G

Director of Asset Management



Head of Compliance



Compliance Operations Manager



Compliance Contract Manager



Compliance Co-Ordinator

Department

Asset
Management



Compliance

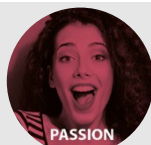
Role Overview

To work in conjunction with the Compliance Contract Managers in the management of servicing and responsive repair contracts to ensure Your Housing Group's regulatory and statutory compliance obligations are met, through maintaining compliance records, certification and administrating operational procedures.

RESPONSIBILITIES

- Ensure statutory inspections and servicing schedules are carried out within defined periods to ensure properties remain compliant with current regulations.
- Support and own the release of remedial actions following inspections and services, ensuring actions are managed effectively through to completion and within target time.
- Ensure that repairs carried out by contractors are regularly monitored, tracked and that any delays are investigated promptly.
- Liaise with colleagues across the organisation to ensure access is gained into properties to carry out compliance work within the defined frequency.
- Work collaboratively with other teams to raise awareness of regulatory and statutory compliance requirements, promoting a safety first culture.
- Prepare, interrogate, and distribute contractor performance reports to ensure all compliance and repair activity is running in accordance with the organisation's requirements.
- Liaise with contractors to ensure that requisite data and certification is supplied for evidence of compliance, ensuring that all evidence is appropriately stored.
- To input, monitor and verify compliance data, ensuring there is an accurate and timely record of all activity within the Orchard Housing Management System.
- Schedule contractor performance meetings, actively participate and take minutes.

Our values



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

- Respond to customer enquiries and complaints in line with YHG Customer Feedback Policy, working proactively to minimise complaints.
- Participate in projects as required within the context of the Compliance Teams' work to improve service delivery, particularly in relation to improving customer satisfaction and contractor KPI performance.
- Support the Compliance Contract Managers in the procurement and mobilisation of service & maintenance contractors, including actively contributing to the preparation of tender documentations.
- Support members of the team to ensure that there is sufficient coverage to ensure smooth delivery of the service, including providing training and support to new team members.
- Support the Compliance Contract Managers with the management of contractors to ensure agreed levels of service delivery and performance are achieved.
- Deputise in the absence of the Compliance Contract Managers.
- Undertake additional duties appropriate to the role and/or grade

STRENGTHS

- Strong organisational skills with the ability to plan, prioritise and co-ordinate tasks to meet deadlines
 - Ability to thrive in a team environment as well as work independently, without guidance in a fast-paced environment.
 - Excellent communication skills, both verbal and written, with the ability to build effective and co-operative working relationships with internal and external stakeholders.
 - An adaptable team player, willing to take-on extra work at short notice, to meet urgent service deliverables
 - Excellent attention to detail and a critical eye.
 - A commitment to seeking new ways of working to achieve continuous service improvement, with the confidence to actively challenge poor contractor performance
- A can-do, proactive attitude, even under pressure.

ESSENTIAL REQUIREMENTS

- ✓ Experience of working in social housing in a repairs, maintenance or compliance function or experience in working for a repairs & maintenance contractor.
- ✓ Excellent working knowledge of MS Excel, Word and Outlook.
- ✓ Experience of using works or housing management systems with use of interfaces and data extracts for analysis.
- ✓ Experience of administrating data, records and documentation and maintaining accurate records and procedures which support the business.
- ✓ Experience of arranging meeting, organising meetings folders, distributing reports, and taking minutes.
- ✓ Experience within a customer focused environment, handling complaints and enquiries through to resolution.


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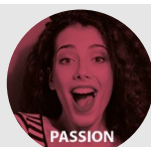
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BENEFICIAL TO THE ROLE

- ✓ Knowledge of the policy and regulatory frameworks applicable to social housing and asset compliance.
- ✓ Experience of using Orchard Housing Management System and/or Power BI reporting.

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