Your HOUSING GROUP

Compliance Data & Performance Officer

Grade

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Director of Asset Management

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Compliance lead

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Compliance Data & Performance Officer

Department

Asset Management ➔ **Compliance**

Role Overview

Support the implementation, delivery and maintenance of a robust asset compliance data strategy and performance reporting framework, that ensures effective control of data quality and accuracy and the provision of performance data and analysis to aid YHG's delivery of its statutory compliance obligations.

RESPONSIBILITIES

- Support the Compliance Lead in the design, implementation and maintenance of a robust asset compliance data strategy that ensures that all relevant YHG properties and assets are captured within the required compliance servicing regimes.
- Undertake regular reconciliations between the compliance data set and the data within our asset management system, ensuring any data anomalies are rectified, in conjunction with the Asset Strategy Team.
- Ensure all property and asset changes are communicated to relevant staff and contractors and records are maintained accurately and in a timely manner.

- Work with the Compliance Contract Managers to ensure equipment asset registers are maintained, supporting them to ensure the data is obtained from contractors is up to date, accurate and complete.
- Own the smoke and CO alarm asset register system, working with stakeholders across the business to ensure all changes are captured, the asset register is maintained and accurate month end performance reporting.

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

- Refine and maintain processes for identifying properties with a capped gas supply, using data extraction and analysis techniques, to ensure these properties are identified and highlighted for tenancy support.
- Manage Purchase Order requests and transaction via the groups payments system, ensuring compliance with the Governance Framework and Financial Standing Orders.
- Undertake daily checks to ensure that all Compliance related core business systems and ICT processes are fully operational daily, owning any issues/failures through to resolution.
- Undertake weekly system audits to ensure that work orders are being processed as required (not stuck in the system) to ensure smooth transition of work through core systems.
- Support compliance system and dashboard configuration changes, fixes, enhancements and developments and relevant ICT/Business Change projects to improve the efficiency and effectiveness of our services.
- Prepare weekly and month-end Key Performance Indicator (KPI) reports, that present performance data in a clear, concise and easy to digest format and enable the Head of Compliance to prepare business reports and updates for the Executive & Senior Leadership Team and Board.
- Develop guidance, deliver training and offer support to staff across the Compliance Team to improve the quality of data and information and the effective use of system.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- Excellent attention to detail, critical eye and a passion for data excellence.

- A commitment to seeking new ways of working to achieve continuous service improvement and efficiencies.

  Clear and articulate communication skills, both written & verbal.

- Ability to work autonomously with minimal supervision.

- The ability to collect, organise, analyse and disseminate information to an array of audiences.

ESSENTIAL REQUIREMENTS

- ✓ Demonstratable data analytical skills with experience of producing clear and insightful performance reports.

- ✓ Advanced Excel skills, proficient in using formulas and creating complex pivot tables.

- ✓ Experience of managing data, records and documentation and maintaining accurate records.

- ✓ Knowledge of retrieving, collating, manipulating, quality assuring and presenting data for analysis and reporting.

- ✓ Understanding of and the reporting of Key Performance Indicators.

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BENEFICIAL TO THE ROLE

- ✓ Recognised ICT system and solution training qualification.

- ✓ Experience of working in a social housing / property environment.

✓ Knowledge of compliance ICT system, configuration and capabilities including Orchard Housing Management, Keystone, Documotive.

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