

Job Description

Job Title:	Compliance Administrator
Directorate	Assets and Property Services
Department:	Property Services – Mechanical & Electrical Team
Location:	Rising Sun Industrial Estate
Reports to:	
Date JD Agreed:	2024 July

Job Purpose

To assist and support the PST Compliance Team with administrative support that will include stakeholder and resident engagement.

Maintaining accurate data compliance systems via monitoring of inputs from other teams and document uploads through electronic systems.

Values

Our values that support our Vision, Mission and Aims are CALON. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

- C – Creativity: we want people to think differently, challenge processes where they can see improvement, and take risks.
- A – Authentic: we want people to be themselves and be open, honest and trustworthy, and act with integrity.
- L – Learning: we want people to understand the importance of learning as an ongoing approach to success in their roles.
- O - Ownership: we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.
- N – Not on your own: we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities & Accountabilities

- Data entry into various IT systems to record customer requests, outputs, costing information and compliance data.
- Liaise and communicate with customers / contractors.

- Maintain the quality data and standards using all available systems, DRS (repairs systems), RAMIS (Compliance systems) through accurate data entry, checking, and identifying data to maintain compliance with statutory duties.
- Assist the team to effectively have oversight of Health and Safety across Gas, Electrical, Lifts, and other relevant areas.
- To liaise with relevant persons to ensure actions are completed accurately in a timely manner with clear audit trail, i.e., evidence attached to each action by way of email, photograph, or report to justify and close actions. Where there are obstacles, these are appropriately escalated.
- To ensure purchase orders are raised accurately for all programmes before they commence and closed appropriately for payment.
- Engage with residents to arrange appointments where required to assist the team and to issue certificates within recommended / legislative requirements following inspections.
- Assist with the development of user-friendly compliance systems and processes ensuring clear and accurate details are always stored.
- Point of contact for customers for general system and data enquiries and provide relevant training within the capacity of the role.
- Attend relevant internal and external meetings including training when required.
- General administration and filing for the team.

Detailed Tasks

- Handle general enquiries and give assistance and information to tenants.
- Use IT systems effectively including typing and word processing documents.
- Assist in checking and processing of systems and invoices.
- Arrange appointments with residents.
- Set up and maintain filing and archives as required.
- Enter information on to computer systems to ensure all records are accurate and up to date. Retrieve and work with such information as required.
- Contribute to the development of service delivery in all areas of work, ensuring quality of service is always maintained.

Key working Relationships

- Work collaboratively with internal colleagues to ensure that projects are supported and meet time, cost, and quality objectives.
- Promote and encourage high standards of health, safety and compliance.
- Actively engage with peers and managers take part in 1-2-1s and team meetings.

Responsibilities for Resources

- This role is issued with a laptop.

Work Environment

- The physical environment requires the employee to work inside the office using computers for extended periods of time.
- Hybrid Working is Possible.

Organisational Responsibilities

- Always represent Tai Calon in a professional manner.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality.
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity, and Inclusion Policy.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Compliance Administrator	Application Form	Interview	Practical
		1. QUALIFICATIONS			
✓		Educated to level 2 National Qualification Framework for England, Wales, and Northern Ireland	✓		
	✓	Minute taking	✓		
		2. KNOWLEDGE			
	✓	Knowledge of the social housing sector in Wales		✓	
		3. EXPERIENCE			
	✓	Two years' full-time experience or 5 years part-time in a similar role.	✓		
✓		Experience of providing technical administrative support in an office environment.	✓	✓	
✓		Experience of using Microsoft Office including Word, Excel & PowerPoint.	✓		✓
	✓	Experience of using NEC Housing, Ramis or a similar management or document system.	✓		
		4. SKILLS			
✓		Be able to demonstrate excellent written and verbal communication skills.	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships.		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work.	✓	✓	
✓		Excellent keyboard and data input skills with proven high standards of accuracy, quality and timeliness	✓	✓	
✓		The ability to co-operate and work well with others in pursuit of team goals.	✓	✓	

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	✓	Welsh Language Skills	✓		
		5. ATTRIBUTES			
✓		Tenant and customer focussed and commitment to Tai Calon Values	✓	✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		