



## Job Description

<b>Post:</b>	Compliance Assistant
<b>Directorate:</b>	Technical Resources
<b>Team:</b>	Asset Compliance
<b>Grade:</b>	Scale 3
<b>Responsible to:</b>	Head of Asset Compliance
<b>Responsible for:</b>	N/A

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### Purpose of Job

Provide a comprehensive administrative support service to the Compliance Team, helping to deliver a fast, efficient, value for money service.

Update systems, databases and trackers, to ensure that data is accurate and timely.

Work as a team to ensure that all properties are safe, warm, dry and comply with requirements.

### Main Duties and Responsibilities

#### Administrative support

- Update systems, databases and trackers accurately
- Raise works orders in line with the organisation's policies, procedures and obligations
- Arrange, schedule and record appointments
- Undertake all aspects of compliance administration with accuracy including:
  - - Chasing outstanding and out of target orders
  - - Adding notes, delays, feedback, quality control information, variations, and events
  - - Issuing orders using the correct codes and job descriptions
  - - Completing and cancelling orders
- Respond to emails and administrative service requests from contractors and internal teams
- Prepare routine correspondence, ensuring that replies are chased and monitored effectively
- Organise and log incoming correspondence
- Collate and present performance information
- Take responsibility for maintaining and updating knowledge relevant to the service

**General**

- Identify and act upon concerns about fire, hygiene, health and safety and safeguarding
- Work with staff from across the organisation to resolve problems and improve services
- Perform other duties as may be reasonably required by your line manager
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards

## Person Specification

**Post:** Compliance Assistant

**Grade:** Scale 3

**Team:** Asset Compliance

**Directorate:** Technical Resources

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	<ul style="list-style-type: none"><li>• Educated to a GCSE standard</li></ul>
2. Skills	<ul style="list-style-type: none"><li>• Able to collate, update and present data</li><li>• Able to achieve deadlines in a high-pressure environment</li><li>• Able to build effective working relationships</li><li>• Written and oral communication</li><li>• Accuracy and attention to detail</li><li>• Numeracy</li><li>• Demonstrable IT skills including Microsoft Outlook, Word and Excel</li></ul>
3. Experience	<ul style="list-style-type: none"><li>• Has worked in a role with a similar level of responsibility</li><li>• Updating systems, databases and trackers</li><li>• Following clear procedures and processes</li><li>• Experience of working in compliance/repairs within a social housing context (desirable)</li></ul>
4. Knowledge	<ul style="list-style-type: none"><li>• Compliance and/ or asset management processes (desirable)</li><li>• Data management practices</li></ul>
5. Key Competencies	<ul style="list-style-type: none"><li>• Putting others first</li><li>• Achieving Results</li><li>• Open to change</li><li>• Informed and informing</li><li>• Personal Progress</li><li>• Partnership Working</li><li>• Problem Solving</li></ul>