

Yorkshire Housing Role Profile

Job title:	PFI Contract, Performance and Compliance Administrator	Leader of others:	N/A
Reports to:	Senior Team Leader - Contract, Business Performance and lifecycle	Contract type:	Permanent /Fixed Based – Swarcliffe
Business Area	Swarcliffe PFI	Budget holder?	N/A

Job purpose

The Swarcliffe technical team is responsible for reactive, void, planned maintenance, and compliance works of circa 1200 properties, this is on behalf of Yorkshire Transformations and working closely with Leeds City Council under the Swarcliffe PFI contract. The post is responsible for carrying out an administration function for the team.

You will provide effective and efficient administrative functions for the Swarcliffe PFI project to both internal and external customers. This will include high quality compliance and monitoring services, ensuring that contractual performance standards are met, potential and actual service failures are minimised and penalties are reduced. Reporting and evidencing of pass-through costs, lifecycle claims and other recharges, ensuring YHL maximises its recoverable income. Production and payment of invoices and performance reports.

Key relationships building with Yorkshire Transformations Limited; Service Providers; Leeds City Council; Housing Leeds, customers.

Key responsibilities

- To undertake administrative support to the PFI business and maintain all systems and processes to ensure that contractual compliance and performance standards are met, evidenced, and reported.
- To assist in the preparation of agendas, distribution of papers, minute taking, and all other arrangements required to facilitate meetings.
- Dealing with enquiries, raising repairs requests for customers, or property inspections where appropriate.
- Update computer database records, manual files and process general enquiries to enable accurate monitoring and performance reporting as well as maintaining compliance documentation
- Manage all FM contractor repair jobs ensuring process is compliant; jobs are completed within the correct rectification period, avoiding penalties, minimising queries by liaising with all parties. Includes updating data management systems
- Maintain garage processes including letting, ordering of repairs, rent collection, debt management and lock changes as and when required.
- Ensure all pass-through costs and other recharges are processed in line with protocols or contractual obligations- monitor that jobs are raised to the correct expense code and priority and investigate fully to enable full information and evidence is available to attach to the Pro Forma once the job is complete.
- Manage administrative processes for Major and Minor Adaptations, liaising with all relevant parties providing best outcome for tenant.

- Monitoring all mailboxes and take ownership of tasks arising to ensure all reporting is completed and up to date
- Provide excellent customer care & if necessary, deescalate potential complaints & use persuasive skills to educate customers on the need of compliance / repairs that needs to be undertaken. Proactively signposting customers of other tenancy services within Yorkshire Housing
- Participate in the delivery of service communication and community and tenant initiatives and projects.
- Ensure compliance and accuracy of Gas, Electric, Fire and Servicing (including fixed wire testing, lifts, PAT testing, smoke alarm and emergency lighting, dry riser, fire risk assessments etc.) and effectively ensuring that all Health & Safety & internal policies, processes and procedures are adhered.
- Prepare evidence packs which is needed by relevant stakeholders.
- Work closely with relevant stakeholders in ensuring access to properties for compliance works is achieved in line with relevant legislation, policies and procedures. Ensure that as a minimum all works are process compliant.
- Produce regular and ad-hoc reports on compliance activities ensuring all data is accurate and up to date and presented in an understandable format. Produce regular KPI reports to allow Team leaders and Managers to monitor and improve performance & flag any potential compliance & repair breaches.
- Ensure that where new properties are added onto compliance databases, process are adhered to and any irregularities or issues are reported to the appropriate line manager.
- Ensure the requirements of Data Protection Legislation are complied with in carrying out duties for this post
- To undertake other such duties and responsibilities as would be deemed reasonable with the level of the post.

What you'll bring to the role

The main things:

- Good understanding and experience of Health & Safety/Regulatory duties.
- Team player, able to work collaboratively cross-function, understanding the needs, objectives and constraints of stakeholders in other disciplines and functions to achieve a common goals
- Maintaining systems and processes and carrying out administration work in a busy office environment
- Demonstrable experience working quickly, with excellent attention to detail and maintaining accuracy in output
- Monitoring and reporting on delivery against contractual or SLA requirements.
- Excellent communication and interpersonal skills.
- Experience in using Microsoft Office to an intermediate level.
- Track record of promoting value for money and efficiency.
- Excellent analytical skills ability to identify and resolve data quality issues
- Maintaining accurate and up to date records and logs
- Ability to order priorities and work under pressure whilst maintaining accuracy
- Ability to be flexible in ways of working, thinking and finding solutions
- Knowledge and understanding of the type of compliance works undertaken in an organisation.
- Develops and maintains excellent relationships with colleagues & stakeholders.
- Excellent problem solving skills, acts fast and makes great decisions for the benefit of the customer experience
- Self-motivated, proactive and able to work on own initiative

It would be a bonus if you have:

- Experience of working in a commercial or PFI service delivery environment
- Experience of delivering a repairs and maintenance service
- Experience of using complex data sets in order to produce clear and accurate performance reports to deadline
- Liaison with contractors, service providers and other relevant agencies
- Experience of community engagement or involvement in community events.
- Eagerness to develop own skills and adapt to change.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.