

Job title:	Compliance Administrator	Leader of others:	N/A
Reports to:	Contract & Performance Team Leader	Contract type:	Permanent
Business Area	Homes and Places - PFI	Budget holder?	N/A

Job purpose

The postholder will plan, support & monitor operatives, managers, team leaders and colleagues, scheduling, planning and closing down works using a number of IT systems ensuring that all work streams are compliant with PFI policies, procedures and relevant legislation.

You'll be able to understand & analyse data and follow procedures in real time and then be solution focused to ensure that compliance procedures are adhered to. You'll ensure work is carried out efficiently, minimising the number of visits to a property.

Working closely with other teams within the YH business, you'll ensure compliance works are completed successfully, on time & supporting customers in planning and delivery of all PFI work streams. The role is a vital part of ensuring Yorkshire Housing complies with its PFI duties.

Key responsibilities

- Provide office administration functions for the technical team, using both computerised and manual systems to ensure that contract information is up to date and contractors queries are answered.
- Liaise directly with contractors, LCC compliance and housing colleagues to ensure the smooth running of the voids process and producing correspondence, schedules, reports and spreadsheets.
- Take responsibility for the planning and scheduling of work for the YH multi skilled operatives and site based staff and any administrative tasks associated with this.
- Provide administration support for the technical team, processing and raising of orders, arranging customer appointments, identifying and documenting lifecycle works, evidence gathering, diary management of property surveyors.
- Assist in planning and schedule & track compliance works (e.g. Gas Safety checks, fixed wire testing, unvented cylinder checks, solid fuel and oil checks, PAT testing, Fire and Smoke Alarm checks) efficiently and effectively ensuring that all Health & Safety & internal policies, processes and procedures are adhered to and any documents recorded.
- Monitoring the compliance inbox, take ownership of the task to ensure compliance and ensure compliance reporting is completed and up to date.
- Ensure all diaries are up to date with all training, sickness and holiday periods and any other relevant information required for effective planning.
- Provide excellent customer service ensuring that customers are kept up to date with any and all works.
- Monitor SOR returns from Operatives liaising with team leaders to ensure maximum value is achieved from all works carried out.

- 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.
- Excellent communication and interpersonal skills
- Experience in using Microsoft Office
- Track record of promoting value for money and efficiency
- Demonstrable experience working quickly, with attention to detail but maintaining accuracy in output
- Excellent analytical & numeracy skills
- Knowledge and understanding of the type of compliance works undertaken
- Excellent problem solving skills, acts fast and makes great decisions for the benefit of the customer experience
- Previous experience in delivering top notch customer service

It would be a bonus if you have:

- Good understanding of the Housing sector and associated services.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

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.