

Yorkshire Housing Role Profile

Job title:	Compliance Coordinator	Leader of others:	No
Reports to:	Compliance Admin Team Leader	Contract type:	Agile-Homeworking
Business Area	Repairs and Investment Delivery	Budget holder?	No

Job purpose

You'll play a key role in supporting Yorkshire Housing to meet compliance requirements and keep our customers safe by making sure all Gas and Electrical compliance checks are completed in the required timescales, and providing visibility and a clear audit trail for the organisation.

You'll keep the wheels spinning as you track the status of compliance checks and ensure they are completed within the agreed timescales and providing visibility with a clear, accurate audit trail for the organisation.

You'll be flexible working across multiple compliance requirements, systems and administrative tasks, always ensuring that you professional and take ownership of issues.

You'll enjoy communicating with different people and engaging with the right people to get things done for our customers.

Key responsibilities

You'll trigger all Gas and Electrical compliance checks according to the required schedule.

You'll Monitor the compliance inbox, take ownership of the task to ensure compliance and ensure compliance reporting is completed and up to date.

You'll track the progress of compliance checks, from scheduling through to completion. You'll identify where works are not completed, or may slip from required timescales and escalate to Resource Planning team for further investigation.

You'll log any follow-up works as identified by Gas and Electrical operatives.

You'll maintain a tracker of all Gas and Electrical compliance works, ensuring information is kept up to date and accurate to provide clear visibility of all compliance works and an audit trail for the organisation.

You'll store all related documentation in a central database.

Proactively manage the 'no access' procedure for scheduled customer compliance checks, liaising with other teams as appropriate and track the appropriate actions, including supporting on evidence packs.

You'll follow existing and new processes and ensure these are followed and escalate any issues if necessary, with the customer's safety being the priority of what you do.

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 breaches.

You'll be flexible and provide compliance checks for other repairs activities, as legislation and business needs evolve.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed

What you'll bring to the role

The main things:

- You're customer focused, act in the customer's best interest at all times and expect the same from your team.
- You understand the importance of following Gas and Electrical compliance regulation and worked in a similar regulatory environment and are passionate about ensuring the safety of each and every customer.
- Experience using Microsoft Office with intermediate Excel skills
- You're diligent and with an attention to detail and understand the importance of accuracy.
- You can follow processes and procedures extremely well, without deviating.
- Knowledge/experience of administrative compliance or similar regulatory administration
- You're passionate about providing a consistently high-quality administrative service that will drive things forward and allow the whole Repairs team to achieve success.
- You can juggle multiple priorities at once and manage your time effectively.
- You're confident using Microsoft Office programs and work across different systems.
- You're approachable, reliable and committed to providing a great service.
- You're confident using Microsoft Office programs and other systems.
- You're able to flag risks and understand when to escalate any issues.

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.