Job Description

Division/Department	Housing and Planning/Tenant & Leaseholder Services		
Location	Cecil Street		
Job title	Compliance Coordinator		
Reports to (job title)	Compliance Manager		
Grade	TG-E	**Politically Restricted Post**	NO
DBS Requirement	Standard NO Enhanced NO		

JOB PURPOSE

To provide administrative support to the Compliance Managers, maintaining clear and accurate records that demonstrate the Councils compliance in statutory and regulatory landlord health and safety legislation.

PRINCIPAL ACCOUNTABILITIES

- Regularly review, update and maintain digital records and databases containing compliance and servicing data
- Coordinate compliance work programmes across a range of workstreams, ensuring that all relevant servicing, inspections and remedial actions are completed in accordance with the programme and the council's policy.
- Produce comprehensive reports which show the position of compliance activities on a weekly or ad hoc basis.
- Archive annual compliance and servicing data and re-produce monitoring templates for each compliance workstream for each financial year
- Take a pro-active approach to compliance certification, identifying gaps in data and/or certificates and following up with contractors accordingly.
- Work with the team to ensure that payments to contractors and consultants are accurately processed within agreed timescales, and that all systems are updated.

- Work collaboratively with the wider Compliance Team, to assist with tasks in cases of absence, taking ownership of issues and remaining accountable until the issue is resolved
- Work collaboratively with other teams, ensuring requests for information are responded to; and tasks and actions are followed through to resolution, for example project team, repairs team or the housing team
- Identify improvements to the services we provide to customers or the way the team works and make suggestions to improve efficiency.
- Embrace a culture of customer satisfaction, continuous improvement and value for money, adopting high standards of conduct and communication.
- To investigate and respond to complaints and comments about service delivery
- Comply with all Health and Safety requirements and standards.
- Participate in the Council's major emergency arrangements, fulfilling key roles within the Major Emergency Plan as required.
- Undertake other duties commensurate with the grade of the post as required.

REQUIRED ATTRIBUTES	
Knowledge	• Knowledge of Landlord Health and safety, statutory and regulatory compliance
Skills	• Advanced computer skills and experience in using the full range of applications (preferably Google) • Organisational skills such as multi-tasking, use of initiative, problem solving, working independently and prioritising workloads • Ability to work as part of a team. • Excellent interpersonal skills, with the ability to develop effective partnerships with staff from other council departments, other organisations and agencies. • Excellent communication skills, • Able to work on own initiative
Experience	• Experience of providing accurate administrative support • Experienced in the use of databases, spreadsheets and word processing

Qualifications	• GCSE or equivalent administration qualification
JOB DIMENSIONS -	
Annual budgetary amounts	none
Number of staff reporting to the job holder	none
Any other relevant statistics	

NATURE OF CONTACTS - *Include key contacts and the nature of the communications*	
Internal	Colleagues and other managers across the Council
External	Tenants and Leaseholders Contractors Consultants

WORKING ENVIRONMENT CONTEXT
The post holder may be required to inspect areas of buildings that are difficult to access or only accessible by ladder, for example lift motor rooms and tank rooms, loft spaces and roofs.

ORGANISATION CHART

JOB DESCRIPTION SIGN-OFF		
Completed by		
Reviewed/Agreed by	*Sally O'Sullivan*	*13/11/26*
Dimensions Reviewed/Agreed by		
Job Holder Reviewed/Agreed by		