



## **JOB DESCRIPTION**

<b>POST:</b>	Administration Officer - Compliance
<b>DEPARTMENT:</b>	Property Asset and Compliance
<b>REPORTING TO:</b>	Business Services Manager
<b>RESPONSIBLE FOR:</b>	-
<b>GRADE:</b>	2

## **ORGANISATIONAL CONTEXT:**

This role is a six-month fixed-term post within the Property Asset and Compliance Service.

### **MAIN JOB PURPOSE:**

The Administration Officer provides administrative support to the Compliance Team, with the post holder working primarily within the Housing Management System, Open Housing. The role focuses on accurately updating and maintaining compliance component data, including (but not limited to) heating, electrical and insulation, in line with agreed procedures.

The post holder will liaise with contractors to request missing or incomplete documentation and will escalate issues where required.

The role supports the effective delivery of Planned Works Programmes by ensuring compliance component information is complete, accurate, and up to date.

The post contributes to a collaborative, customer-focused approach by providing reliable and consistent administrative support to the Compliance Team.

### **DUTIES AND RESPONSIBILITIES:**

- To provide a high-quality, efficient, and effective administrative support service in line with established procedures and guidance.
- To review and verify compliance documentation against set procedures and update records, accordingly, escalating complex or non-standard issues to a Business Support Officer or Manager where appropriate.
- To accurately process, update, and maintain compliance component data and records on the Housing Management System (Open Housing), ensuring information is up to date and within agreed timescales.
- To chase, receive, and log outstanding certification and documentation from contractors in line with agreed processes.
- To undertake other reasonable administrative duties appropriate to the grade and purpose of the role.

## Additional information

- a) Does this job require a DBS check? Yes/**No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. Yes/**No**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments.  
The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifying them from standing for or holding elected office. Yes/**No**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

**The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.**

<b>REQUIREMENTS</b>	<b>MEASURED BY:</b>
The postholder must be able to demonstrate:	A Application form I Interview T Test
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i>	
Good standard of education, including GCSEs (or equivalent) in English and Mathematics at grade 4-9 (C or above), or the ability to demonstrate equivalent competence through work experience.	A
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i>	
Relevant experience gained from working in social housing or a similar environment.	A/I
Previous typing / data inputting experience.	A/I/T
Computer literate.	A/I/T
<b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Good organisational skills to prioritise workload.	A/I/T
Ability to work independently on allocated tasks, with appropriate supervision, to meet agreed deadlines.	A/I

Organised and detail-oriented, with a methodical approach to tasks.	A/I
Resilient and adaptable, with a proactive and positive 'can-do' attitude.	A/I
Willingness to learn and develop, embracing new challenges and responsibilities.	A/I
Good level written and verbal communication skills, ensuring clarity and professionalism across all channels.	A/I/T
Flexible and customer-oriented team player, committed to maintaining strong interdepartmental relationships.	A/I
<b>BEHAVIOURS</b>	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people:	A/I
Valuing our customers	A/I
Being open and honest	A/I
Taking ownership	A/I
Being ambitious	A/I
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



**Our Values**  
...we believe in

**MINDFUL EMPLOYER**

**disability confident EMPLOYER**

**DYING TO WORK**

<b>OUR CUSTOMERS</b> We empower, value and develop our people to work together as one dynamic and efficient team.	<b>BEING AMBITIOUS</b> We care about delivering high quality, customer-focused outcomes with our communities and partners.	<b>TAKING OWNERSHIP</b> We are open, transparent and truthful.	<b>BEING OPEN and HONEST</b> We take pride in our work and take responsibility for our actions.	<b>OUR PEOPLE</b> We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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