

JOB DESCRIPTION

| | |
|-------------------------|-------------------------------------|
| POST: | Compliance Business Support Officer |
| DEPARTMENT: | Property Asset and Compliance |
| REPORTING TO: | Business Services Manager |
| RESPONSIBLE FOR: | - |
| GRADE: | 4 |

ORGANISATIONAL CONTEXT:

This role is a fixed-term post until 31 March 2027 within the Property Asset and Compliance Service, with a particular focus on Damp and Mould.

MAIN JOB PURPOSE:

To provide highly effective and innovative compliance business support to the Compliance Team within Babergh and Mid Suffolk District Councils (BMSDC).

To ensure that BMSDC meets its obligations and duties in respect of Compliance and Health and Safety.

DUTIES AND RESPONSIBILITIES:

- Process safety information, including data, to ensure properties remain compliant with current obligations.
- Liaison with contractors to ensure compliance activities are being delivered in accordance with requirements and timescales.
- Assist in the compilation, administration, and monitoring of customer satisfaction data.
- Liaison with tenants regarding access arrangements and their access responsibilities.
- Process tenant no-access actions in accordance with relevant procedure, including legal action processing.
- Raising and processing work orders, purchase orders, invoices and variation requests.
- Assist in the monitoring of spend against budget.
- Processing of complaints in accordance with procedural requirements.
- Assist in ensuring KPIs are achieved, and any issues escalated when appropriate.
- Provide general business support to compliance team, including attending meetings and taking minutes when required.
- Manage workload and tasks within agreed timescales.
- Work collaboratively with other service areas within the Council and contractors to deliver a customer centric service.
- To work with tenant and resident groups to enable our customers to have a voice in the delivery of the service.
- Comply with all relevant policies and procedures that are relevant to the compliance team.

- Any other duties of a similar nature may be required.

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.

| REQUIREMENTS | MEASURED BY: |
|--|--|
| The postholder must be able to demonstrate: | A Application form I Interview T/P Test/Presentation |
| EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i> | |
| Relevant qualification NVQ 3/ONC/A level or equivalent level of knowledge through experience. | A/I |
| KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i> | |
| Relevant experience in a business support environment. | A/I |
| Computer literate with excellent literacy, numerical and minute taking skills. | A/I/T |
| Good understanding of Microsoft packages, especially Outlook and Microsoft Excel. | A/I/T |
| Experience of working in compliance or housing related field. | A/I |

| | |
|---|-------|
| Demonstrable experience of gathering, analysing, and interpreting complex technical data. | A/I/T |
| Experience of dealing with people in difficult circumstances. | A/I |
| Experience of managing competing demands in a busy working environment. | A/I |
| SKILLS/ATTRIBUTES | |
| <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i> | |
| To always be proactive, with a flexible, pragmatic approach to supporting and guiding colleagues and managers. | A/I |
| To have the ability to build relationships with internal and external customers/stake holders. | A/I |
| To be able to operate independently representing a specialist area. | A/I |
| To have the ability to prioritise conflicting demands when under pressure. | A/I |
| Excellent written and verbal communication skills. | A/I/T |
| To be able to communicate effectively, whether within a technical environment (of peers), or within an environment that requires the explanation of technical issues in plain English to the audience. | A/I/T |
| To be able to consider and show respect for the views and opinions of others. | A/I |
| A willingness to undertake training to meet changing needs. | A/I |
| BEHAVIOURS | |
| 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 |
| EQUALITY AND DIVERSITY | |
| 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



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.