



Housing Compliance Officer

Job description and person specification

Accountable to: Compliance Manager

Purpose of the role

A varied and interesting role working closely with the Compliance Manager and the Maintenance & Asset Team delivering compliance for Dimensions and third party landlords, providing advice data administration and officer support, whilst ensuring key aspects of compliance rate delivered/escalated and the safety of the people we support in their homes ensured.

Core duties

- Providing support to the Compliance Manager
- Follow escalation processes with external landlord to ensure compliance is delivered
- Validation of compliance data
- Ensuring compliance data within our data base is updated and current including testing and remedial works.
- Working across various teams to ensure data accuracy.
- To work with existing compliance information on Dimensions property elements.
- Work on the lease arrangements and rental arrangements around responsibility.
- Working on data elements for property attributes for private landlord properties.
- Work with the data analyst to establish a reporting regime for compliance
- Work with contracting organization to order work and upload report
- Progress associated action from contractor reports
- Supporting the Compliance Manager on the project deliverables.

In addition to the above the Data Administrator will be expected to:

- Undertake regular training required to fulfil the job role to a high standard.
- Undertake from time to time such other duties as may reasonably be required by the Compliance Manager or Development & Asset Management Team.
- Be mindful of the need to build good working relationships with the people we support, their friends and families, as well as external agencies.
- Complete all required training either by E Learning or attending courses.
- Adhere to our policies, procedures and standards as published. Keep information about the people we support, colleagues and the company confidential.

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In additional to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.
- Maintain confidentiality in accordance with our data protection policy and procedure.

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Experience		
Experience of working as a compliance officer	Essential	Shortlisting/ Interview
Working within a data base or asset management systems	Essential	Shortlisting/ Interview
Working at part of a team in a busy working environment	Essential	Shortlisting/ Interview
Experience of escalation compliance matters with external landlords or experience of a similar nature.	Desirable	Shortlisting/ Interview

Skills		
Able to use a variety of software packages (e.g. Word, e-mail, advanced excel, internet, databases)	Essential	Shortlisting/ Interview/ Test
Ability to produce documents from hand written material. Assimilate reports from base data	Desirable	Shortlisting/ Interview
Able to keep information (electronic and hard copy) organised, filed and easily accessible at all times	Essential	Shortlist/ Interview

Knowledge and understanding		
Knowledge and understanding of office routines, procedures and systems	Desirable	Shortlisting/ Interview
Be able to recognise the importance of maintaining confidentiality in all aspects of the work.	Essential	Shortlist/ Interview
The ability to understand a process and drive through escalation to delivery of the action	Desirable	Shortlisting/ Interview

Attributes		
To work in a way that recognises that people are at the centre of everything we do.	Essential	Interview
To demonstrate commitment to equality, the values of the organisation and personal growth	Essential	Interview
Able to work flexibly, priorities duties as required and recognize the demands placed on the other team members	Essential	Interview
Able to priorities own workload and work unsupervised	Essential	Essential