

Job Description

Job Title:	Administrator (Compliance)
Reporting to:	Contract Manager
Department:	Community Safety and Estates
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	March 2023
Job Level:	11

Job Purpose

To undertake and provide administrative duties to the Community Safety & Estates team to ensure processes are followed in an efficient manner for all Compliance related activity, including but not limited to Electrical Inspections, Gas and Oil Servicing, Legionella Water Safety, Lifts, Asbestos and other services.

Key Strategic Responsibilities

- Be a positive participative team player – actively supporting the company leadership in a way that brings out the best in people at all levels of the company
- Demonstrate the highest personal standards of integrity and conduct, upholding all organisational policies and procedures
- Ensure the Association's equality and diversity policy is adhered to and implemented in respect of both employment and service delivery
- Ensure responsibilities in respect of health and safety legislation are fulfilled
- Deliver excellent customer service
- Contribute towards the good governance and compliance of Eastlight
- Undertake other duties as may reasonably be required

Key Functional Responsibilities

- Use of a variety of software/database/IT systems such as, MS Excel, MS Word, MS Outlook, Keystone, Orchard, Sharefile and external third-party management sheets and portals to:
 - Run reports
 - Raise Purchase Orders and process invoices
 - Maintain Eastlight's asset database
 - Support the team in the direct delivery of services via external specialist contractors and our own in-house trades team
 - Upload key data into our Asset Management System including servicing certificates and service dates
 - Provide information to the Contract Manager and other departments for the preparation of monthly reports and delivery of services
- Liaise with the team, other property services staff and other staff within the organisation when processing invoices to support the efficient running of the team

- Be involved in the development and implementation of new working practices and processes to ensure we fulfil our Statutory Compliance responsibilities as efficiently and effectively as possible
- Deal with everyday requests from the team either by phone, email or in person and undertake other reasonable and / or associated duties appropriate to the role
- As and when required, provide administrative support for other teams within the Property Services team
- Become familiar with the responsibilities of each staff member within the Community Safety & Estates team
- Make and receive phone calls from customers to fulfil our Statutory duty to keep customers safe in their homes
- Carry out general administrative duties including letter writing, photocopying and scanning of documents
- Actively promote cross team relations across Property Services and the wider organisation
- Work within Eastlight's Health & Safety policies and procedures
- Apply and actively promote the principles of Eastlight's Equality Policy in all areas

Person Specification	
Education & qualifications	<ul style="list-style-type: none"> • GCSE levels 9-4 in Maths and English or demonstratable level of numeracy and literacy skills • Hold or be prepared to undertake appropriate training (such as NVQ level 2 – Business Administration) to allow you to have informed discussion and conversations over works to be undertaken in properties, including but not limited to; Gas servicing, Fire Risk Assessment works, Water treatment works, Lift servicing, Fire door inspection works etc
Experience	<ul style="list-style-type: none"> • Experience of working in a team within a busy office environment • Experience of working within the housing or construction sector • Experience of providing support to a team • Experience of working to tight deadlines and working unsupervised to a high standard
Knowledge and Skills	<ul style="list-style-type: none"> • A desire to want to train, learn & develop an understanding of Property Compliance for a Housing Association and Landlord • Proven level of IT skills including Outlook, Word and Excel • Proven organisational skills • Proven customer service and communication skills on the telephone, email and face to face when dealing with customers or staff • Ability to prioritise and work to tight deadlines • Ability to work as part of a team and on your own using your own initiative • Inquisitive, Enthusiastic, punctual, dependable and reliable • Self-motivated with research skills • Flexibility when on occasion being able to work outside of core hours • Must have a current UK driving licence and use of a car