



## Job Description

### Property Compliance Assistant Fixed Term until March 2026

**Responsible to:** Compliance Officer  
**Responsible for:** N/A  
**Job Grade:** Assistant  
**Purpose:** To provide a responsive and high-quality compliance focussed service, in accordance with the Associations policies and procedures.

Provide administrative support to the Property Compliance Team, to ensure that routine operational tasks are undertaken in accordance with Policies and Procedures.

#### Duties & Responsibilities:

1. To ensure that all electronic and paper records of all works undertaken by the association are up to date and confidentially maintained.
2. To enter data into the corporate database and produce reports from the database and other IT packages as required.
3. To accurately collate, record, reconcile and store all documentation received by and generated by the association relating to asset management operations.
4. To take telephone and e-mail enquiries, service requests and complaints from residents and others and action them in accordance with association policy.
5. To book servicing, inspection, and other visits with residents and to record such appointments within corporate systems and diaries. Raise jobs and deal with queries when required, monitoring ongoing actions taken.
6. To liaise with staff at all levels across the association to ensure that maintenance services are provided in a timely and professional manner for our residents. Escalating within the compliance team and other internal departments when properties become non-compliant.
7. To liaise with the Customer Contact Team in the booking of visits to residents' homes to undertake maintenance services.

8. To arrange meetings, take notes and reproduce in the required format for distribution to others, including internal departments and external contractors.
9. To provide general administration support to the Asset Management Business Unit, including sending letters and compliance certification to residents.
10. Demonstrate a commitment to customer care, safety, privacy, and equality by complying with all relevant policy and procedures, in particular those relating to:
  - Health & Safety Legislation – to ensure that safe working practices and procedures are adopted at all times.
  - GDPR legislation – to act in compliance with GDPR and data protection laws, ensuring adherence to GDPR standards, respecting confidentiality and privacy, and protecting data subjects’ rights.
  - Equality & Diversity – supporting the principles and practice of equality of opportunity as set out in the Association’s Equality & Diversity Policy.
11. To undertake any other relevant duties as determined by the Line Manager, Association or Chief Executive.

Signed by Post holder		Date	
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<b>Property Compliance Assistant</b>	Version Control 2	Review Date: 28/08/2025
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## PERSON SPECIFICATION

### Property Compliance Assistant

FACTORS	CRITERIA	E- ESSENTIAL D - DESIRABLE
<b>Education; Training and Experience</b>	Experience of working with the public, face to face, on the telephone and via e-mail.	E
	A good standard of education including appropriate qualifications in Mathematics and English Language	E
	Excellent communication skills	E
	Experience of working in a housing association, local authority housing team or related office environment	D
	Experience of handling complaints and difficult situations	D
<b>Knowledge and Skills</b>	Work well under pressure and meet tight deadlines	E
	Skilled in the use specifically of Microsoft Word, Excel and producing reports	E
	Ability to work alone without close supervision and as part of a team along with colleagues at all levels in the organisation	E
	Good organisational skills and attention to details	E
	Commitment to excellent customer service	E
	Transferable IT skills to allow operation of the association's asset management database.	D
	Skilled IT database user, specifically Open Housing and Keystone	D