



## Job description

**Job title: Compliance Assistant**

**Post No:**

**Grade: Band 6**

**Directorate: Housing and Communities – Housing Assets**

**Reports to: Senior Compliance Officer**

### **Purpose of the job**

Ensure compliance administration is completed to a high standard and good record keeping is maintained. Contribute towards effective housing maintenance administration.

### **Main areas of responsibility**

- Provide support to Senior Compliance Officer.
- Plan and carry out general administrative duties for the service area including, but not restricted to responding to correspondence, producing documents and raising orders.
- Respond to and follow up on customer enquiries through post, phone, and email in line with service standards in housing assets.
- Deliver high standards of administration to ensure appropriate records are kept and maintained.
- To assist in collection and input of data in accordance to current compliance databases.
- Maintain electronic information systems including data bases and filing structures using corporate systems accurate and timely.
- Assist in the production of reports, data and other management information.
- Support with administration preparation for any audits.
- Assist in sending out letters to tenants using approved templates.
- Attend meetings necessary for the performance of the team and role.
- Assist the wider Housing Asset Team with administrative duties, as required.

Date Reviewed:

Reviewing Manager:

## Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

## Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

## Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



## Person specification

- Good communication, GCSE English C or above or equivalent.
- Good written and verbal communication skills to maintain data and information.
- Good working knowledge of using Microsoft Office.
- Flexible attitude and approach and able to work under pressure.
- Ability to work independently, within the boundaries of the role and work within a team.
- Self-driven and results orientated with a positive outlook and clear focus on service improvements and customer excellence.
- Able to deal with confidential information and comply with GDPR.
- Good organisational skills with an eye for detail.
- Previous admin experience would be desirable but not essential.
- Have a valid clean UK driving licence.