

Compliance Administrator

St Austell based.

£22,035 - £23,283, per year plus attendance bonus.

37.5 hours per week

We have a new and permanent position become available for Compliance Administration Navigator to join our Navigator Team based in the St Austell Area. You will be responsible for providing efficient and comprehensive support and administrative services to the Building Services Team and Senior Management team.

The Role of the Compliance Administration Navigator will Include:

Maintaining and reporting on compliance contracts ensuring targets are met and compliance servicing is carried out within set timescales to Harbour's owned, leased and managed properties.

Supporting the Housing and Building teams by ensuring accurate and timely information is collated, prepared, and presented to ensure regulatory and other standards are continuously met or exceeded.

Supporting management in the maintenance of relationships with internal and external stakeholders, residents, and contractors.

Identifying any shortfalls in service delivery and ensuring they are dealt with appropriately, including investigating and responding to complaints.

Assisting with the arranging of meetings including information preparation, minute taking and follow up administration and ensuring an effective record keeping.

Ensuring our properties are well managed and contracts awarded to ensure compliance with our regulatory obligations.

Applying and collating all necessary information to enable us to apply for renewal of our portfolio of Houses of Multiple Occupations properties across Cornwall.

Assist in the purchasing of materials and goods for our in-house Building Team.

Liaise with architects, cost consultants, and contractors on existing and new small developments.

Other duties not listed which fall into the day to day running of our operations.

Site visits to verify works and carry out property inspections.

Skills and Experience:

- NVQ3 in relevant area (e.g., business administration, customer service, building services administration).
- Some experience of producing and analysing quality statistical information.
- Recent experience of undertaking a similar role is desirable, but not essential.

- Good organisational and planning skills.
- Proven experience of working to deadlines and prioritising workloads.
- Strong communication, interpersonal and customer care skills.
- Proficient user of Microsoft packages including Word, Excel, PowerPoint, Outlook, and Teams.

About Us

Harbour Housing is a small but growing charity based in central Cornwall, we provide housing for a variety of people mainly single persons who have either been homeless or at risk of becoming homeless. We have our own in-house repairs and maintenance services for an ever growing extensive portfolio of properties across Cornwall. Working in an open and transparent way, creating strong partnerships with our customers and providing a first-class customer service, is where we are and where we want to continue to be.

Our Benefits

As part of our commitment to making Harbour a great place to work, where you feel valued, we have developed an attractive employment remuneration package. As part of the package, we recognise your contribution to our aims and beliefs in preventing homelessness and as such we have several benefit packages which support your physical, mental and financial health.

- 28 days annual leave (rising to a maximum of 33 days with continued service).
- A pension scheme with employer contributions from Harbour.
- A non-contributory Life Assurance up to four times your salary (after qualifying period) .
- Employee advice service, including counselling.
- Wellbeing support and tools.
- Employee recognition and attendance bonus scheme (in the region of £1000 per year, terms and conditions explained at interview).
- £22,035 per annum (rising to £23,283 per annum after 6 months, subject to satisfactory performance).