



Property and Compliance Assistant



Job description – Property and Compliance Assistant

Reporting to the– Facilities Manager – Corporate Buildings

People responsibility (delete as appropriate):

- Direct reports = 0
- Indirect reports = 0
- Total employees = 0

Work Location:

Office and site-based role with regular travel across the Group's corporate offices, hubs and other corporate or commercial buildings.

Summary of role:

The Property and Compliance Assistant supports the effective day-to-day operation of the Group's corporate and commercial buildings, ensuring facilities services are delivered efficiently, safely and to a consistent standard.

Reporting to the Facilities Manager – Corporate Buildings, the role focuses on coordinating facilities activity, supporting compliance, responding to building-related issues and carrying out limited low-level repairs and checks within agreed competence.

Through a proactive, practical and customer-focused approach, the role contributes to safe, functional and welcoming work environments, supporting colleague wellbeing, service continuity and organisational performance.

This role supports the delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility: *Please reflect on the JD/role requirements of this role and ensure flow through of responsibilities of that role and deeper range of activities/services relevant to this post are detailed here*

- Support the delivery of facilities management services across corporate offices, HUBS and commercial buildings, ensuring buildings remain safe, functional and fit for purpose.
- Coordinate day-to-day facilities activities, including planned and reactive works, ensuring issues are logged, tracked and resolved in a timely manner.

- Liaising with maintenance contractors and internal/external trade operatives – a point of contact for outside work, providing knowledge of the building and its operational services.
- Regular health and safety checks/inspection – Emergency lighting tests, Fire equipment inspections, fire door checks, water hygiene risk assessment checks, security arrangements and other checks associated with Office Facilities in ensuring the accurate records are kept.
- Plant room/boiler room checks and inspections and remedial tasks within corporate buildings, where these fall within competency, training and authorisation.
- Support compliance with statutory and non-statutory requirements relevant to corporate buildings, following organisational policies, procedures and guidance.
- Act as a point of contact for colleague, visitors and contractors in relation to facilities matters.
- Support the coordination of contractors on site, ensuring access arrangements, permits and safe systems of work are followed – Coordinated alongside the Facilities Manager.
- Communicate clearly and professionally with colleagues regarding facilities issues, works and service updates.
- Identify opportunities to improve facilities services, SSW processes or ways of working and raise these with the Facilities Manager.
- Support the implementation of new procedures, systems or service improvements.
- Contribute positively to team working, knowledge sharing and a supportive working environment.
- Able to communicate, support the organisation's priorities, culture and purpose.
- Handle data responsibly, ensuring accuracy, security, and appropriate use in line with GDPR – CCTV, door access, archiving, postal incoming/outgoing from Facilities managed post room.
- PAT and ladder inspections for corporate buildings, trades vans equipment, extra care schemes and commercial premises.
- Liaise with security contractor and provide advice or instructions when required.
- Flexibility of approach and a willingness to work outside of normal working hours in an emergency to ensure the continued group services that support the needs of the business.
- Set up and supervision of internal/external events for employees, tenants or visitors.
- Fire Marshall and Fire Safety Management duties.
- TETRA WAH apparatus inspector.
- To support with the moving of equipment across all of the corporate buildings.

Additional responsibilities:

➤ Financial responsibility:

No direct budget responsibility, support the Facilities Manager by raising orders, monitoring spend and following agreed financial controls.

➤ Health and Safety:

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the

Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

- Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual’s remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Property and Compliance Assistant

- Takes ownership for resolving facilities issues and completing tasks safely and effectively **(Own it)**.
- Looks for ways to improve service delivery and practical support (Improve it).
- Acts with professionalism, respect and empathy when supporting colleagues and visitors **(Live it)**.
- Provides confident, proportionate challenge where effective facilities management or compliance may be compromised.
- Works collaboratively with team members, contractors and stakeholders.
- A team working ethos with exceptional collaboration skills which motivate and inspire.
- Able to communicate, support the organisation’s priorities, culture and purpose.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- Experience supporting facilities management, building operations, caretaking or a similar environment. **[Essential]**
- Ability to carry out minor repairs and practical tasks safely within defined competence limits. **[Essential]**
- Good understanding of workplace health and safety requirements. **[Essential]**

- Strong organisational skills with the ability to manage multiple tasks and priorities. **[Essential]**
- Good communication skills and confidence dealing with colleagues and contractors. **[Essential]**
- Ability to maintain accurate records and use digital systems. **[Essential]**
- Willingness to undertake further training and Continuous Professional Development, including health and safety and compliance-related training. **[Essential]**
- Portable Appliance qualification or practical experience **[Desirable]**
- Experience delivering minor repairs or compliance checks within corporate or commercial buildings. **[Desirable]**
- Experience coordinating contractors or service providers. **[Desirable]**
- Experience working in a regulated or compliance-focused organisation. **[Desirable]**
- Qualification, training or demonstrable competence in facilities maintenance, building operations or a related discipline. **[Desirable]**
- Full UK driving license (if site visits are required). **[Essential]**

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Property and Compliance Assistant.

You will be required to complete continuous professional development, to further support your role and the Group.