



ROLE PROFILE

Administrator

Quality and Compliance Team

Organisational Expectations

Always strive to provide excellent service by following best practices and staying true to our values. Along with your main duties, look for ways to improve how we work, bring new ideas and help our organisation grow. See feedback as a chance to learn, grow and get even better.

Equality and diversity are everyone's responsibility and as a proudly anti-racist organisation, you have a key role in helping drive this important work forward.

And, as you would expect, being part of our team means taking care of your own health and safety, as well as your colleagues', following our policies and procedures, taking responsibility and completing any necessary training to grow in your role.

Job Purpose

To provide high quality administrative support within the Quality Assurance and Compliance Team. Your contributions will play a vital role in the effective management of quality assurance and regulatory compliance across the organisation, helping to ensure that all standards and regulations are met. This role is integral to ensuring continuous improvement and promoting a culture of high-quality service delivery within the organisation.

Through your professional manner and using excellent administrative, organisational and communication skills you will support the team in staying on top of key deadlines and tasks.



Reports To	Quality Assurance and Compliance Manager
Responsible for	
Budget Holder	Head of Quality and Compliance
DBS Required	<input checked="" type="checkbox"/>

KEY RESPONSIBILITIES

- Support the delivery a first-class front of house service, answering enquiries, signposting colleagues, clients, and other stakeholders and responding to enquiries in team inboxes.
- Provide administrative support to the Quality Assurance and Compliance Manager ensuring the smooth operation of quality assurance and compliance functions across the organisation.
- Assist in the preparation and coordination of meetings related to quality and compliance, including but not limited to the Housing Governance Group, Customer Service Excellence (CSE), ISO14001 (Environmental Management) and ISO27001 (Information Security). This includes scheduling meetings, preparing agendas, circulating papers, minuting discussions and recording minutes.
- Provide administrative support in the co-ordination of internal and external audits by assisting in the preparation of audit schedules, maintaining records, and tracking improvement actions based on audit findings, feedback, and best practices.
- Provide administrative support for Information Governance by managing related tasks such as handling Subject Access Requests (SARs), Information Rights Requests, Data Breaches and general enquiries into the Information Governance inbox, ensuring all processes align with Information Commissioner's Office (ICO) regulations.
- Monitor and track mandatory Information Governance and GDPR training, conducting monthly checks and following up with colleagues to ensure all required training is completed on time.
- Assist in the preparation of quality and compliance reports, including gathering data and compiling information for quarterly reports on Information Governance, and feedback (comments, compliments, and complaints) to sub-committees.
- Provide administrative support for the management of complaints, concerns, and compliments by identifying gaps in data within our information management system, Datix. Follow up with investigating officers to ensure

thorough case completion and conducting quality checks on complaint entries. Ensure that all records meet the relevant standards outlined by the Housing Ombudsman and Local Government and Social Care Ombudsman.

- Support the Executive Lead with administrative tasks to support the successful delivery of the Project Board, preparing agendas, taking minutes, and assisting Project Managers in tracking project progress. This includes maintaining up-to-date project documentation and guiding project managers through administrative procedures.
- Support the development and implementation of quality and compliance related internal communication plans, including contributing to the development and delivery of internal communications related to ISO27001 and ISO14001 certifications, and maintaining relevant, accessible, and well-presented intranet pages.
- Support the organisation by undertaking the administrative support of organisational projects.
- Ensure compliance with the General Data Protection Regulation (GDPR) by managing, processing and safeguarding personal data in accordance with legal requirements including conducting Data Protection Impact Assessments (DPIAs).

Please note this role description outlines your general duties and responsibilities. While it provides a good idea of what is expected, it is not exhaustive and your role is likely to evolve over time. We value flexibility, so we may ask you to take on additional reasonable tasks.

This document is not a contractual agreement and may be reviewed and updated at any time at our sole discretion.

Date last reviewed: May 2025

PERSON SPECIFICATION

The list below highlights the key skills and qualities needed to succeed in this role. These will be considered during the recruitment process and we encourage you to demonstrate how your experience and strengths match these criteria.

While we understand you may not meet all of the 'desirable' criteria, we value potential and a commitment to learning. Any areas for development can be supported as part of your continued growth.

Essential: ☒ Desirable: ☒

Approach and Values	
Demonstrate a good understanding of and active commitment to diversity, inclusion and anti-racism.	<input checked="" type="checkbox"/>
Ability to build and maintain positive relationships while maintaining professional boundaries.	<input checked="" type="checkbox"/>
Demonstrate a commitment to supporting clients to take an active role in shaping the services they receive. Experience of working in a customer service environment.	<input checked="" type="checkbox"/>
Knowledge and Skills	
Excellent verbal and written communication skills, with a strong focus on accuracy, attention to detail.	<input checked="" type="checkbox"/>
Proficient in using Microsoft Office applications and other information systems.	<input checked="" type="checkbox"/>
Able to self-manage, effectively plan and prioritise tasks and consistently deliver results.	<input checked="" type="checkbox"/>
Good organisational skills and the ability to manage multiple priorities and meet deadlines.	<input checked="" type="checkbox"/>
Ability to work proactively and manage workload to meet key deadlines.	<input checked="" type="checkbox"/>
Good interpersonal skills including listening and display empathy.	<input checked="" type="checkbox"/>
Ability to maintain and respect confidentiality.	<input checked="" type="checkbox"/>

Hold a valid UK driving licence (or one permitting driving in the UK) and access to a vehicle for work purposes.	<input checked="" type="checkbox"/>
Language skills (e.g., Urdu, BSL, etc.).	<input checked="" type="checkbox"/>
Experience	
Proven experience of working in an administration role	<input checked="" type="checkbox"/>
Experience organising meetings, drafting agendas and taking minutes.	<input checked="" type="checkbox"/>
Proven experience of office systems and file management.	<input checked="" type="checkbox"/>
Experience in data collection, retrieval and reporting.	<input checked="" type="checkbox"/>
Experience in mental health, housing or homelessness, whether as a client, carer, employee or volunteer.	<input checked="" type="checkbox"/>