

Property & Compliance Administrator	
Hours:	Part Time: 22.5 hours per week
Reports to:	Head of Property
Responsible for:	No Staff
Salary Band:	Starting Salary £27,369 (full time equivalent) Pro rata for role
Purpose of Role The Property & Compliance Administrator provides focused administrative support to the property team, with primary responsibility for accurate coordination, record-keeping and monitoring of property safety and compliance activity. The role supports the scheduling and recording of inspections and certificates, including gas, electrical, fire safety, legionella and asbestos, and ensures follow-up actions are raised, tracked and reported. The postholder will also provide administrative support for complex repairs, voids, planned works, contractor records and resident communications where these relate to property team activity. You will help ensure residents are safe and well informed by making compliance administration your main priority, communicating clearly, keeping accurate records and supporting a coordinated property service.	
Specific tasks will include: Safety & Compliance Administration • Organise, maintain and update records relating to all property safety and compliance requirements, including gas, electrical, fire safety, legionella and asbestos inspections. • Ensure all safety inspections and compliance checks are scheduled, completed and recorded accurately, with documentation checked by the Property & Compliance Surveyor and any follow-on actions raised correctly. • Track follow-up work to ensure timely completion and compliance. • Maintain an up-to-date contractor register for the whole business, ensuring insurance, specialist certificates and health and safety records remain current.	

Order Issuing and Management

- Issue orders for planned safety and compliance inspections and works, complex repairs and void property works.
- Coordinate with contractors and residents to schedule appointments, resolving any access or scheduling issues in collaboration with other teams.
- Provide administrative and customer support for planned major works and improvement programmes.

Data Management and Reporting

- Maintain a good working knowledge of in-house systems and use them efficiently.
- Accurately enter data into the property management system, ensuring up-to-date and accessible records.
- Generate and distribute regular monitoring reports, highlighting outstanding inspections or work orders.
- Review and monitor data for accuracy and consistency, promptly addressing any discrepancies.

General Support & Customer Service

- Support the property team with record-keeping, inspection documentation, and work order management.
- Engage with contractors and tenants at all levels.
- Assist with resident communications, including letters, emails, texts and calls.
- Provide excellent customer service by handling resident enquiries professionally, recording information quickly and accurately on systems, ensuring timely responses and keeping residents regularly informed about works affecting their homes.
- Liaise with the Housing Team to coordinate works with residents, resolve issues that arise and keep them informed of key dates or actions relating to void works managed by the Property Team.

- Record and support efficient responses to complaints relating to the team's work, in line with in-house procedures.
- Provide front-of-house support for calls and enquiry recording across the wider team when needed

Quality Control and Continuous Improvement

- Manage monthly tenant engagement feedback for capital works.
- Actively participate in identifying process improvements, enhancing administrative efficiency, and ensuring compliance standards are met.
- Work independently with minimal supervision, effectively managing a busy workload and prioritising tasks to meet deadlines.

General

- Carry out any associated administrative, IT or other tasks required to deliver your responsibilities.
- Agree and deliver your annual targets and support others to achieve theirs.
- Carry out required training and development and use your skills and abilities to support the wider team mission.
- Ensure you are aware of and follow all policies and procedures, including financial procedures, authority limits and safety requirements.
- Demonstrate your understanding of, and commitment to, our values by working for the good of residents, protecting the company's reputation and promoting safety and equality.

Experience and qualifications

Essential requirements

- Excellent verbal and written communication skills.
- Good numeracy
- Excellent computer skills, including use of Microsoft Office tools
- Experience in an administrative role involving accurate record-keeping, task tracking and regular use of business systems.

- Strong attention to detail, with the ability to maintain accurate data, check documentation and follow up outstanding actions.
- Ability to prioritise a busy workload, meet deadlines and work independently within agreed procedures.
- Confident communicating with residents, contractors and colleagues in a professional and customer-focused way.

Desirable

- Experience in property compliance administration or demonstrable understanding of safety compliance processes.
- Experience using housing, property, repairs or compliance management systems.