



Job description

Job Title:	Compliance Assistant
Responsible to:	Senior Compliance Officer
Responsible for:	N/A
Purpose of the post:	To provide proactive support to the Senior Compliance Officer, helping them to manage effective internal compliance activity, data protection and insurance arrangements across the Hastoe Group (Hastoe Housing Association and its subsidiaries).

Key areas of responsibility:

- Coordinate Subject Access Requests by working closely with IT and relevant managers to collate information and prepare information for review and approval by the Senior Compliance Officer (relevant data protection training will be made available if/as needed).
- Work closely with colleagues and managers to assist with regular internal compliance checks in-line with an agreed framework. Maintain relevant records and undertake related report drafting.
- Update Hastoe's key compliance registers e.g. Data Breach Register, Subject Rights Register etc.
- Lead the coordination of insurance claims, working with relevant colleagues and the external claims handler to collate and share information required to support the timely resolution of claims.
- Escalate any significant risks, issues or proposed settlements relating to new or existing insurance claims to the Senior Compliance Officer.
- Support the Senior Compliance Officer with the annual insurance renewal exercise, including the processing of payments.
- Provide other ad hoc administrative support related to insurance activity.
- Support Hastoe's efforts to comply with internal audit recommendations by sending regular reminders for updates to managers and tracking / monitoring progress through to completion.
- Monitor the Group's policies and procedures register, sending regular reminders to managers and reporting on any falling overdue.
- Provide other ad hoc support related to corporate compliance and internal audit activity.
- Work closely with the Governance Officer and provide cover when required, including assisting with statutory filings and the administration of board and committee meetings.

**Organisational Responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within Hastoe Group's rules, policies, procedures, including Standing Orders and Financial Regulations.
3. Participate in agreed training in all areas of the organisation's work, including e-learning and attendance at internal and external courses.
4. Carry out other duties as may be reasonably assigned from time-to-time, such duties to be compatible with the level of this job description.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time-to-time to meet the changing requirements of the Group.



Person specification

Attributes	Essential	Desirable
Education and Training	• A-Level educated or equivalent. • GCSEs (or equivalent) must include a Grade C or above in both English and Mathematics.	• Degree educated in Law, Business or similar discipline.
Skills and Experience	• Strong verbal and written communication skills. • Exceptional attention to detail. • A basic working knowledge of data protection principles. • Confident user of MS Office, specifically including Word and Outlook (intermediate) and Excel (basic). • Some experience of working with senior stakeholders. • Able to organise and re/prioritise own workload.	• Knowledge of Content Management Systems (e.g. intranet). • Hands-on experience of data protection and/or insurance claims 'in practice'. • Direct experience of the housing sector and/or a demonstrable understanding of the work. • High-level administrative experience gained in a practical environment of housing associations.
Personal Attributes	• Willingness to learn and develop in the role. • Self-motivated to complete tasks in a timely manner and to a high standard. • Positive and friendly approach, with a willingness to take the initiative (where appropriate). • Highly flexible and adaptable. • Committed to continuous learning / professional development.	