fcfcfNorth London Muslim Housing Association

Job Description & Person Specification

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| Post: | Compliance and Administration Officer |
| Department: | Finance |
| Responsible to: | Resources Director |
| Number of staff reporting: | None |

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| Overall Responsibilities of Post: |

1. To provide compliance and administrative support for NLMHA
2. To provide support for the administration of the Association’s policies, procedures and standards
3. To provide human resources support
4. To provide finance support
5. To work collaboratively with staff within NLMHA and others as required.

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| **Key Achievement Areas:** |

# Operational Matters

1. **Compliance Support Tasks:**
2. To provide support to the executive team.
3. In the management and compliance of the association’s policies and procedures.
4. In the maintenance and updating of policies, procedures and protocols and other compliance related matters.
5. Dealing with returns to regulators and other statutory bodies as and when requested.
6. Answering queries relating to policies, procedures, legislation and good practice to staff and stakeholders where asked
7. **Administration Tasks and Support**
8. Maintain electronic and paper-based filing for reports, briefs and correspondence where requested.
9. Arranging board / board residential / staff activities / AGM meetings at an external location as and when requested.
10. Arranging refreshments for board meetings.
11. Prepare agendas with the Executive Team. Collate all board / sub-committee papers and circulate prior to the meeting.
12. Prepare AGM papers and circulate to all shareholders prior to AGM meeting.
13. Attend Board / AGM meetings, take and write up all minutes. Provide minutes promptly.
14. Arrange on an annual basis all Board / sub-committee and AGM meetings.
15. Maintain and keep updated the Shareholder Register.
16. **Human Resources Support**
    1. **Recruitment -** To provide support in the co-ordination recruitment and selection process in meeting the needs of the business in line with NLMHA’s recruitment and selection policy and procedure. To assist with placing all posts including permanent, fixed term and temporary posts to assist with the quickly filling of positions by:
       1. Preparing and sending out application packs in line with our Recruitment and Selection policy and requirements of the recruiting manager and Resources Director.
       2. Writing and sending out interview letters / rejection letters to applicants.
       3. Checking qualifications and the candidates right to work in the UK.
       4. Preparing offer of employment letters and contracts of employment detailing full terms and conditions. Request references and ensure satisfactory references are received.
       5. Analysing recruitment sources
    2. **Performance management**.
       1. Reviewing, updating and maintaining the system
    3. **Absence Management**
       1. to provide support for maintaining staff attendance records and time sheets.
       2. Reconciling staff time sheets on a monthly basis and leave provisions**.**
       3. Producing monthly staff absence management reports for the Executives**.**
       4. Producing quarterly absence management reports for the Board
    4. **Volunteers and Work Experience**
       1. To support and assist in the placement of Volunteers and Work Experience students**.**
       2. Checking eligibility and dealing with correspondence, returns to academic institutions and schools**.**
       3. Undertaking all necessary tasks commensurate with the placements
17. **Finance Support**
    1. In providing efficient and effective management of the association’s finances by carrying out such duties, tasks and functions as is necessary and requested by the Resources Director including telephone handling, invoice processing, leaseholder enquiries, payments etc.
    2. In the administration of the Association’s financial functions including filing posting of invoices and assisting generally.
18. **Other Requirements of the post:**
    1. To work collaboratively and sensitively within the Finance Department and with others as is necessary for the efficient delivery of services.
    2. To develop and maintain good, effective harmonious working relationships with staff at all levels, Board and stakeholders.
    3. To work positively and collaboratively with staff, stakeholders and service users, as required.
    4. To be an effective team member and positively support the work of other team members, staff Board and stakeholders throughout the organisation including providing cover to other departments both voluntarily and when requested to do so by the Resources Manager.
    5. To have a flexible, responsive but professional approach along with an adaptable ‘can do’ approach to ad hoc duties to ensure that situations are dealt with methodically, effectively and timeously with minimum disruption to service delivery.
    6. To undertake other duties considered reasonable within the scope and purpose of the post, as directed by the Resources Director**.**

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(No job description can cover every issue, which may arise within the post. In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by their line manager. However, such duties would be broadly consistent with those listed in this document and reasonable in relation to the job holder’s skills, abilities and status. Training will be providing as is necessary).

PERSON SPECIFICATION

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| **Job Title** | **Compliance and Administration Officer** |
| **Department** | **Finance** |
| **Reporting to:** | **Resources Director** |
| **Responsible for** | **None** |

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| **Key Qualifications, Skills and Experience** | Essential | Desirable |
| **Education** |  |  |
| Educated to degree or equivalent level | E |  |
| **Experience** |  |  |
| Experience of working within a compliance, human resources and administration role | E |  |
| Basic Understanding on employment law practice and procedures |  | D |
| The recruitment & selection process, particularly advertising methods, job analysis.  Compliance, administration and finance – to support the Resources Director in carrying out the carrying the functions of the job role |  | D |
| Working on Microsoft windows package; outlook, word, excel and access | E |  |
| The ability to take produce detailed and accurate minutes and produce agendas |  | D |
| **Skills and Abilities** |  |  |
| Listening skills - able to listen attentively, without disrupting, or talking over others. | E |  |
| Communication - able to effectively get one's message understood, clearly, by adopting a range of styles, tools and techniques, appropriate to the audience and the nature of the information | E |  |
| Analytical skills- able to analyse statistical data, interpret findings and present in a clear and easy to understand manor by using graphs & pie charts |  | D |
| Written skills - to produce clear and precise typed procedural and report documentation. | E |  |
| **Personal attributes** |  |  |
| Planning & organising - able to think on your feet, ahead, in order to determine an efficient and appropriate course of action for yourself and others. To priorities and plan activities, taking into account relevant issues and factors such as deadlines, staffing and available resources |  | D |
| Managing Relationships & Team Working - able to establish, build and maintain effective working relationships with a range of people. To works co-operatively with others in order to achieve results, without working competitively | E |  |
| Equal Opportunities - A commitment to anti-discriminatory practices in all aspects of duties. All staff must take personal responsibility for implementing the organisation's Equal Opportunity policy. | E |  |
| Learning –To be a keen learner to new ways of working and experiences with a flexible proactive approach to work. | E |  |

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