Job Description

Job Title	Compliance Coordinator (Maternity Cover)
Area/ Department	Property Services, Retired Ministers' Housing Society
Reporting to	Head of Property Services
Direct Reports	None
Location	The Office of General Assembly, 86 Tavistock Place, London, WC1H 9RT
Travel	None
Working Hours	Full time
Job Summary: To deliver and maintain an effective programme of compliance checks across the Society, including gas, electrical, asbestos, fire safety, chimney sweeps and legionella.	

Background:

The Retired Ministers Housing Society (RMHS) exists to assist retired and retiring ministers to meet their housing needs during retirement, aiming to provide adequate housing suitable for long-term occupation.

It maintains around 260 properties tenanted by retired ministers, arranging inspections and repairs and manages around 20 properties occupied as manses by centrally appointed ministers.

The United Reformed Church Retired Ministers' Housing Society Ltd. is a registered Community Benefit Society under the Co-operative & Community Benefit Societies Act 2014, regulated by the Financial Conduct Authority (Number 15986R).

Principal responsibilities and duties

Compliance

1. Ensure accurate record keeping on the internal databases HomeMaster and SharePoint, with all compliance documents uploaded in a timely manner and dispatched to tenants in line with requirements.
2. Manage and monitor all scheduled inspections for compliance ensuring these are completed within the specified timeframes.
3. Liaise with residents and contractors about compliance inspections and works, ensuring effective communication and minimising disruption to residents
4. Support Surveyors by coordinating and recording results of stock condition surveys.
5. Review compliance documentation, identify remedial works and arrange for completion on works within the specified timeframes, escalating any delays or concerns where necessary.
6. Support the Repairs and Maintenance Officer in the tendering of works by reviewing and contributing to compliance elements of tender documents, ensuring legal and regulatory requirements are reflected in tender specifications, verifying contractor qualifications, certifications, and compliance history.
7. Collaborate with the Repairs and Maintenance Officer to identify and assist in building a programme of works for the renewal of boilers and fire detection systems.
8. Collaborate with the property team and contractors to ensure timely, safe, and cost-effective delivery of works that meets compliance standards and the needs of residents.
9. Maintain an up-to-date knowledge of current legislation, health and safety standards and best practice relating to landlord compliance, ensuring these are reflected in day-to-day activities.
10. Provide technical assistance to colleagues relating to landlord compliance, offering guidance and support where appropriate
11. Ensure all contractors have appropriate professional registration and accreditations (Gas Safe, NICEIC, NAPIT etc.) and adhere to RMHS Code of Conduct
12. Notify the Head of Property Services of any identified concerns or risks associated with compliance works, including missed deadlines and issues that may impact on the organisation's statutory or regulatory obligations.
13. Provide contractors with access to the Asbestos Register or relevant reports where applicable, ensuring information is made available before works commence.
14. Collate compliance data for weekly reports to the Property Services team, as well as monthly KPI’s and quarterly RMHS Board as requested.
15. Process contractor invoices upon receipt, checking that they contain all necessary information and supporting documentation for payment. Liaise with contractors to resolve discrepancies or queries promptly and ensure invoices are progressed in a timely manner.
16. Update HomeMaster when properties are purchased or sold, adding or removing relevant compliance components (e.g. gas and electrical installations) to ensure records accurately reflect the organisation's property portfolio. Notify relevant contractors where routine compliance inspections or servicing are newly required or no longer applicable.
17. Arrange property system drain-downs and refills for void properties as required, liaising with relevant contractors and colleagues to ensure appropriate arrangements are made.
18. Monitor and follow up cases where tenants have not provided access for required compliance inspections or works, issuing follow-up communications, liaising with relevant teams and escalating persistent no-access cases in line with organisational procedures.

19. Arrange and maintain warranty and service agreements for stairlifts, ensuring annual servicing is scheduled, monitored and completed within the required timescales and that associated records are kept up to date.
20. Monitor compliance programmes and outstanding actions, maintaining accurate trackers and highlighting upcoming deadlines, overdue inspections and outstanding remedial works to the appropriate members of the Property Services Team.
21. Adhere to GDPR at all times and the organisation's data protection and information governance policies.

Administration and General

1. Deal with correspondence (electronic and hardcopy) and other communication in a timely and professional manner.
2. Monitor and action required work in the generic RMHS inbox on a rota basis, ensuring enquiries and requests are appropriately recorded and progressed.
3. Undertake all administration relating to own area of work, including but not limited to notes, correspondence, updating systems and filing.
4. Foster and maintain positive relationships with tenants and contractors as well as colleagues and other relevant stakeholders.
5. Undertake any other reasonable administrative duties, as directed by the line manager.
6. Update information about approved contractors on the database, ensuring contractor details, qualifications, accreditations, insurance and other relevant information are accurate and up to date.
7. Refer matters of pastoral concern to the Head of Housing Services or other appropriate colleague, ensuring concerns are passed on promptly and sensitively.

Working with Committees and Volunteers

This section lists the type and level of interaction that this role has with committees and other groups. It will vary from time to time and as directed by the Head of Property Services:

1. RMHS Board: *meets four times per year; reporting duties as requested.*
2. RMHS Asset Management Committee: *meets four times per year in advance of Board, reporting duties as requested*

Expected Standards

This section refers to the way in which the job is done rather than the duties/responsibilities.

The [C] Core or [E] Enhanced specified after each standard denotes the clause required for the job:

1. Communicate effectively with colleagues and internal and external contacts [C].
2. Act in ways that support a culture which promotes equality and values diversity [C].
3. Act in ways that protect own and others' health safety and security [C].
4. Deliver excellent customer service [C].
5. Take responsibility for own personal development and develop skills and knowledge to enable effective work performance [C].

6. Promote, monitor and maintain best practice in data protection principles and practice [E].

7. Ensure compliance with safeguarding practice [C].

This job description reflects the overall scope and responsibilities of the role. However, it is not an exhaustive list, and the job holder is expected to undertake any other reasonable duties that might be requested. All jobs change or evolve over time to meet organisational or departmental needs, and this job description will therefore be subject to periodic review and change if required.

Created November 2026

Person Specification

Job Title: Compliance Coordinator

Requirements	Essential	Desirable	Measurement
Education and qualifications	1. Educated to 'A' Level standard or equivalent experience (with proven qualification in English and Maths)		Application/ Interview/
Experience	2. Working in housing sector compliance roles 3. Arranging and reviewing landlord checks for gas, electrical, asbestos, fire safety and legionella. 4. Use of databases and data entry		Application/ Interview/
Knowledge	5. Landlord compliance legislation, regulations and best practice 6. Gas, electrical, asbestos, fire safety and legionella. 7. Data protection		Application/ Interview/
Skills and Abilities	8. MS365, particularly Outlook, Word, Excel, and Access and client record management systems – intermediate level 9. Good communication skills, both written and oral 10. Excellent administrator 11. Highly organised 12. Problem solving 13. Ability to work on own initiative within defined parameters. 14. Able to deal with issues in a calm and sensitive manner. 15. Team player		Application/ Interview/
Other	16. Willing to work within the Christian ethos of the United Reformed Church		Application