# JOB DESCRIPTION

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| **Job Title** | **Statutory Compliance & Database Coordinator** |
| **Department** | **Historic Estates** |
| **Location** | **Shottesbrooke, Berkshire**  **(working from home during Covid pandemic)** |
| **Hours** | **Part-time – 21 hours a week (flexible and TBA)** |

**Essential Function – Job Summary**

The role is to provide frictionless communication on all statutory compliance matters within Landmark and with external Contractors, consultants and suppliers who undertake statutory compliance work for the Trust. It will require you to build good working relationships with both internal and external contacts. A key task is to ensure Landmark staff at all levels have reliable H&S compliance information about Landmarks buildings and contractors available whenever and wherever they need it. Pro-actively seek the information needed to populate Landmarks Salesforce and SharePoint data so that it’s consistently up to date.

**Relationships**

|  |  |
| --- | --- |
| Reports To | Building Maintenance Coordinator (& in due course the H&S Manager) |
| Directly Supervises | None |
| Provides Work Direction to | None |
| Works Closely with | Surveyors, Regional Property Managers, Property Assistants, Booking Office personnel, HE admin and Operations Support Assistant |
| External Relationships | Key contractor administrative staff |

**Key Accountabilities**

We require you to have high levels of organisational skills, the ability to communicate at all levels with the tact and persuasive skills needed to obtain information and commitments from very busy people. You need to have great attention to detail and the ability to concentrate on intensive data management activities when necessary.

A keen interest in buildings and their maintenance would be an asset. Knowledge and understanding of property maintenance and the legislation that governs holiday accommodation would be an advantage, along with a basic knowledge of Health & Safety compliance requirements.

To work with the Operations team to ensure all relevant annual Health and Safety, fire, water and other compliance administration is kept updated and management information is compiled.

Maintaining and update information as needed and be proactive in initiating a developing software enhancements and procedures to improve our CRM database (liaising with IT). A knowledge of Salesforce or similar would be essential.

Uploading documents for audit and record-keeping purposes, maintaining our SharePoint sites, including access and permission set up and problem solving for external and internal clients. Having used SharePoint before would be a distinct advantage.

Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager.

**Skills**

* Excellent influencing skills
* Strong team player
* Proactive
* Takes responsibility and shows initiative
* Organised
* Strong attention to detail
* Self-motivated
* Positive and friendly attitude
* Ability to multi-task
* Excellent communication skills

**Education**

* Likely to be educated to GCSE A level or higher. Good grades in English, Mathematics and IT

**Minimum Work Experience**

* Should be experienced in the design of moderately complex spreadsheets, ie formulas, conditional formatting and graphs.
* Proven ability of creating reports and data analysis within database systems such as Access/Oracle/SQL or a broad experience of doing the same things using Salesforce or its equivalent.
* Experience in a similar role using CRM (Salesforce would be ideal)
* Proficient in using Microsoft Office (especially SharePoint & Excel)
* Experience of working in a busy Operations/Maintenance admin support role is desirable
* Previous experience of liaising internally and externally with a wide range of contacts including contractors either in person, via email or telephone
* Proven ability to manage work to deadlines

**Person Specification**

| Requirement | Essential | Desirable |
| --- | --- | --- |
| Education, training and qualifications |  |  |
| Skills and knowledge | * Familiarity with H&S Statutory Requirements | • Knowledge of Property maintenance management |
| Experience | * Database experience * Excel * Data processing experience | * Salesforce * SharePoint * Microsoft Office 365 |
| Personal attributes | * Technical Competency |  |
| Skills and abilities | * Proactive * Customer service * Good communicator |  |
| Other special requirements | No |  |

**TERMS OF EMPLOYMENT**

**Contract Duration**

This is a part time, fixed term contract.

**Location**

This position will be based at Shottesbrooke, Berkshire. The role will initially be working from home during the Covid pandemic.

**Salary**

The full time salary for the role is £18,113 per annum (£10, 867 pro rata) depending on skills and competencies, paid monthly in arrears.

**Working Hours**

Part time hours, 21 hours per week, days to be agreed.

**Holidays**

The holiday entitlement is 25 days per annum (pro rata) plus pro-rated statutory holidays, increasing to 30 days after 10 years’ service.

**Sick Pay**

During the first three months of employment or the probationary period (whichever is the longer) you will only be paid your Statutory Sick Pay entitlement. After this period you will receive full basic pay during any sickness absence up to 20 days (pro rata) in any 12 month period. The Statutory Sick Pay will be included in this sick pay. Where absence exceeds seven consecutive calendar days and in certain other circumstances, a doctor’s certificate will be required.

**Pension Scheme**

You will be automatically enrolled in Landmark’s pension scheme.

**Medical Health**

Private health insurance, currently with BUPA, will be provided when you have been with Landmark for a year. Landmark’s contribution will be pro-rated for part-time employees.

**Notice**

The appointment is subject to satisfactory completion of an initial 6 month probationary period, though this may be extended if more time is needed to assess suitability for employment. During this period the post will be subject to one week’s notice on either side. A minimum of one month’s notice in writing on either side applies after the end of the probationary period.

**Health & Safety**

All staff are expected to observe all health and safety at work regulations as set out by

Landmark in accordance with statutory requirements.

**Contract**

The successful applicant will be required to sign Landmark’s Contract of Employment.

The purpose of this information is solely to help prospective employees to understand the details of Landmark’s Conditions of Employment. It is not an offer of employment and does not form part of the Contract of Employment or the Job Description.