

# Job Description

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Job title	Compliance Administrator	Date: 27/09/22
Reports to (title)	Performance Manager	
Contract/Department	3349 – Thames Water	Revision:
Location	Theale	

## Job purpose

The successful applicant will be responsible for the compliance administration for the contract, supporting the Compliance teams & technical teams with the collation of certification to evidence compliance.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Implementation, maintenance and development of the compliance document control across different platforms, primarily Teams and SharePoint, to ensure all contract documentation is processed, uploaded and available to appropriate stakeholders and records are kept in accordance with the contract and legislation
- Assist in the monitoring and chasing of compliance related paperwork and quotes across the clients estate, with self-delivered and third party compliance work
- Ensure timely receipt of all paperwork relating to completed works and quotes for remedial works
- Ensure that all work orders (PPM & SI) are completed on Agility
- Ensure that all remedial quotations from the PPM are uploaded to Smartsheet
- Ensure that all work orders (EXT) are completed on Agility & Smartsheet
- Assist with programming in approved remedial works, including paperwork for completion
- Timely loading of all documentation onto Microsoft teams and Microsoft SharePoint in line with Client targets
- After training support the Service Desk function on an adhoc relief basis
- Administrative duties as they relate to the Scheduling and Service Desk functions
- Liaise with the scheduling team in all matters concerning compliance within their areas
- Providing support and guidance to team members and third-party contractors to ensure that they produce documents and records in a timely manner as required by the contract
- Monitoring the compliance performance of team members and third-party contractors to ensure that they comply with the terms of the contract in line with KPIs and SLAs
- Support Site Operations Managers in the production of reports and returns by providing data and information from the CAFM system and other records
- Review and improve site reporting and data management activities
- Preparation, presentation and report completion

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- Support all audit activities to provide assurance of quality and conformance; including data-capture, root cause analysis, reporting and corrective action to maintain and restore required service standards
- Manage the audit regime system with assistance from the technical manager, uploading reports and corrective actions and providing data for submission to monthly reporting
- To review audit documentation and outcomes and provide trend analysis for review and improvements
- To help with auditing
- Develop and maintain trusted relationships with all staff
- Provide support to Senior Management as required in identifying and realising innovations and lean working practices
- Continually identify opportunities to sustainably reduce costs and improve commercial performance
- Any other reasonable requests from senior management

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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- Previous experience in administration
- Smart, presentable appearance
- Excellent written and verbal communication skills
- Good at working with and manipulating data
- Good IT literacy including MS office and SharePoint
- Understanding of statutory compliance
- Desire to develop into a compliance lead
- Knowledge of PPM deliverables
- Full UK Driving Licence
- Self-motivated, able to work on own initiative or as part of a team

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	