

Role Profile

Job Title	Coordinator – M&E Compliance		
Reporting into	Team Leader – M&E Compliance/ Property Delivery Team Manager		
Directorate	M&E Compliance	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Coordinator – M&E Compliance, you will be providing an effective administrative service for the Mechanical and Electrical, Fire Door or Fire Servicing Compliance teams. These teams are responsible for maintaining compliance in all areas to ultimately keep our customers safe in their homes.

Key Areas of Responsibility:

- Maintain and administer accurate records electronically and manually in-line with company and statutory requirements in order to be able to process and interpret information accurately.
- Ensure that all relevant processes and procedures are followed and in-line with our requirements at all times.
- Analyse data in order to identify and resolve possible risks to the business.
- Think laterally and exercise initiative to overcome problems and achieve objectives.
- Communicate with customers in difficult situations.
- Work collaboratively to establish, develop and maintain effective working relationships across the business to ensure an integrated contribution to our objectives.
- Proof-read certification to ensure 100% compliance with statutory requirements.
- Take an organised approach to work, plan, monitor and adapt to priorities.
- Act as a point of contact for compliance to other areas of the business.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Good understanding of MS Office, particularly Microsoft Excel (filters, basic formulas).
- Experience of using information systems and databases.
- Pro-active attitude with ability to make measured decisions based on own initiative.
- Ability to remain calm and professional under pressure and persevere to ensure issues are handled and concluded in a timely manner.
- Demonstrates behaviours that support delivery of great customer service.

Professional/Vocational/Academic Qualifications:











- Good level of literacy and numeracy.

Safeguarding and Lone Working:

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

- N/A.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.