



## JOB DESCRIPTION

Respond is one of the largest housing associations in Ireland, providing social housing and homeless services. Our vision is that 'every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community'. We are growing rapidly in response to the housing crisis and are now looking for the right person who has the passion and skills to help us realise our vision.

<b>Role:</b>	<b>Compliance Officer and Administration Support</b>
<b>Location:</b>	<b>High Park, Dublin</b>
<b>Reporting to:</b>	<b>Head of Compliance and Quality Assurance</b>
<b>Terms:</b>	<b>Full-time Fixed Term Contract (1 year)</b>
<b>Job Purpose:</b>	To support the Head of Compliance and National Compliance Manager (NCM) in the efficient running of the office. Providing administrative support to the Head of the Compliance/NCM as well as liaising with all levels within the organisation as part of the implementation of the Compliance, Risk, Data Protection and Quality Assurance Frameworks. The successful applicant will have experience in office administration, report writing, policy drafting and co-ordination of events, diaries and managing project administrative tasks as required in a professional environment. They will possess strong communication, attention to detail and organisational skills.

### Responsibilities

#### 1. Office Administration

- a) Support the Head of Compliance/National Compliance Manager (NCM) by co-ordinating events related to the four assurance programmes that are implemented by the office.
- b) Co-ordinate responses to senior management and develop agendas for these events or workshops with guidance from the Head of Compliance/NCM.
- c) Maintain and develop the Compliance and Quality Assurance intranet portal ensuring that it is the focal point for all regulatory and compliance information, training and awareness programmes.

- d) Enhance the reporting function of compliance with respect to its delivery of strategic objectives and those key performance indicators directly related to levels of compliance within the organisation as well as drafting reports.
- e) Liaise and support all areas of the organisation with respect to compliance, data protection, quality assurance and risk management matters being solution focussed at all times
- f) Work with the Head of Compliance and Quality Assurance to co-ordinate meetings and other information sessions as required by the Compliance office.
- g) Gain an understanding of the objectives of the four assurance programmes so as to support queries that may be raised at a basic level by staff across the company
- h) Provide guidance and direction when supporting the organization with Data Protection queries regarding events or escalate as necessary to the data protection officer to ensure compliance with GDPR requirements.
- i) Administration of the Data Protection System in relation to users, uploading reports, policies etc.
- j) Co-ordinate the automated data protection training reporting and scheduling of staff for specific modules.
- k) Review and amendment of company policies and procedures.

### **Skills Required**

- Relevant 3rd level qualification in legal/and or a business related discipline
- Strong skillset (intermediate level) with respect to MS Office Suite in particular Excel, Word, PowerPoint and SharePoint
- Experience in using various IT Systems to support reporting and monitoring of related projects
- Proven record of delivery against challenging targets and effective relationship management.
- Developing and successfully managing relationships with peers, management and external stakeholders.
- Exemplary communication abilities and capacity to relate to people at all levels.
- Excellent influencing with strong verbal and written communication skills.
- Excellent organizational and planning skills.
- Ability to deal effectively with competing demands with a good attention to detail.

### **Competencies required**

- Analysis and Planning.
- Project Management
- Leadership Capability.
- Influence up and down.
- Results focused.
- Customer/Client focused.