

JOB DESCRIPTION

Job Title	Compliance Administrator
Department	Compliance
Responsible For	The effective implementation and administration of the disciplinary procedures
Job Grade	
Salary Range	
Reports to	Compliance Manager

Job Purpose:

Main Duties and Responsibilities:

Disciplinary Procedures

- Log all new complaint correspondence and process
- Maintain the live case filing system and archive system
- Assist in collation, maintenance and review of the various documents and information sources relating to the disciplinary/complaints process
- Process ongoing complaints in accordance with the Propertymark's Disciplinary Procedure Regulations
- Meet specified timescales and make necessary arrangements for Disciplinary and Appeal Hearings to proceed and to then conclude cases when appropriate

Monitoring

- Assist in monitoring member's compliance with their legal obligations.
- Identify circumstances which may represent a risk for Propertymark.
- Update the member database where necessary and take appropriate actions if agents remain in breach of legal and regulatory obligations.

Administration

- Sort and organise the post received and generated by the department on a daily basis
- Ensure that correspondence is replied to in a timely manner within departmental target periods.
- Provide administrative assistance when required to the Compliance Manager and Compliance Case Officers.
- Deal effectively with telephone enquiries directed to the Compliance Department offering advice where able and signposting callers to other appropriate sources of advice.
- Assist with the maintenance of accurate membership and organisation records on the membership database
- Such other duties that may be requested by the Compliance Manager from time to time to assist with the general functions of the Compliance Department.

There are no lines reporting into this role and no budget responsibility.

Key working relationships

- Other members of the Compliance Team
- Disciplinary and Appeals panel
- Complainants and Members

Job Requirement / Skills

- Problem solving skills
- Good administration skills
- Ability to communicate clearly and effectively
- Ability to work independently and as part of a team

Education / Experience:

- Previous experience of working in a self-regulatory organisation is desirable
- Knowledge of the Propertymark Membership and Conduct Rules and Disciplinary Procedures is desirable