

**Job Description**

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| **Job Title** | Compliance Administrator (Making Justice Work Project) |
| **Location** | New Volunteer House |
| **Responsible To** | Lead (Homelessness Prevention) |
| **Terms and Conditions** | **Hours:** 20 hours per week **Salary:** £23,587 (pro rata)**Probationary Period:** 25% Contract Term**Contract Type:** Full-time Temporary Fixed to March 2026 |
| **Post Purpose** | The Compliance Administrator will be responsible for assisting with the administration of the compliance and audit activities for the Making Justice Work Project, ensuring effective and timely compilation and recording of project data. The role will also support with other administrative and promotional activities for the project on behalf of the partnership. This post is responsible to the Lead for Homeless Prevention. |
| **Team Purpose** | The overall aim of Frontline Fife Homelessness Services is to end homelessness across Fife by taking preventative action and through assisting people to choose the life they aspire to. Our team endeavours to promote self-valuing and wellbeing for all.  |
| **Duties/ Responsibilities** | **Making Justice Work Delivery:*** Maintain accurate records and performance data to evidence client outcomes and compliance requirements.
* Gather and compile client satisfaction feedback to help inform quality assurance and continuous improvement.
* Oversee completion of quarterly returns, report against targets and other indicators, and communicate findings to the Scottish Legal Aid Board on behalf of partners.
* Process, track and record incoming referrals to the Project.
* Co-ordinate Steering Group communications and contacts.

**Team working*** Work on behalf of Making Justice Work partners (Frontline Fife, Fife Law Centre and Citizens Advice & Rights Fife) to raise awareness of the service.
* Work flexibly to assure a full service is maintained across the partnership.
* Participate in service reviews and SNSIAP audit process.

**Learning and development*** Take ownership and participate in training and continuous development and learning.
* Develop effective communication (and other) skills which promote effective strength base practices.

NB. All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation. |
|  | This job description must be read in conjunction with the general requirements of Frontline Fife’s Policies, Procedures and Performance Appraisal System, and the Standards set by appropriate Regulating Bodies. Frontline Fife is an equal opportunities employer. |



**Person Specification**

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| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Track record of data management and providing administrative support.
* Experience data monitoring/data quality.
* Experience of working to contractual and performance requirements.
 | * Experience of working in the Third Sector.
* Experience of partnership working.
 | Application, Interview, References |
| **Education, Qualifications & Training** | * Educated to HND or equivalent in a related discipline or other recognised professional qualifications/experience.
 | * Evidence of continuous professional development in relevant field/topics.
 | Application |
| **Skills, Abilities & Knowledge** | * Ability to work independently and as part of a wider team.
* Proficient in the use of Microsoft Office/Excel
* Strong organisational skills with an attention to detail.
* Ability to multi-task and work to strict deadlines.
 | * Knowledge of inequalities and poverty, and their impact on housing, homelessness.
 | Application, Interview, References |
| **Interpersonal & Communication Skills** | * Able to proactively seek advice/support and learn from others.
* Ability to communicate across partners and establish positive relationships across project stakeholders.
* Able to maintain professional boundaries and uphold confidentiality.
 | * Able to proactively seek avice and support from others.
 | Application, Interview, References |
| **Value Base** | * Commitment to the principles and practice of continuous improvement.
* A belief and evidence of working to the values underpinning social inclusion, dignity and respect.
 |  | Application, Interview, References |