



Working better together  
for our residents

# EMA Compliance Assistant

> Operations > Core Operations

## What's it all about

The EMA Compliance Assistant plays a vital role in supporting the effective management of property compliance across our externally managed portfolio. Working closely with External Managing Agents (EMA), Property Managers and Housing Officers, the role ensures that essential safety and compliance documentation is in place and that key compliance activities are completed on time. This role helps maintain safe, high-quality homes for our residents by providing accurate, proactive and customer-focused compliance support.

## How you'll make a difference

By ensuring that our external managing agents meet compliance obligations and that safety actions are completed promptly, you help keep our residents safe in their homes. Your work underpins our ability to meet statutory requirements, maintain accurate compliance records and deliver timely actions – ultimately improving service reliability, customer trust and the quality of the living environment for our residents.

## How you'll do it

- Support the delivery of compliance requirements across properties managed by External Managing Agents.
- Monitor compliance status using the internal compliance reporting platform, ensuring documentation such as water risk assessments and gas safety certificates is located, obtained and uploaded.
- Manage and track Fire Risk Assessment (FRA) actions, ensuring completion within required timeframes.
- Work towards achieving agreed compliance KPIs and performance measures.
- Carry out periodic site visits to review compliance with fire, health and safety regulations.
- Liaise with EMAs via phone and email to follow up on outstanding actions and resolve compliance-related queries.
- Provide day-to-day support to Property Managers and Housing Officers on compliance tasks and documentation.
- Adapt to service needs by undertaking other relevant tasks as required.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at **least three days a week in an office**. On other days, working from home may be possible, depending on the work and the interaction required.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level (delete as necessary).

### Essential knowledge, experience and skills including qualifications and professional membership

- Experience in customer service and communicating effectively with internal and external stakeholders.
- Strong organisational skills, including the ability to manage workload independently and

prioritise effectively.

- Excellent attention to detail and accuracy in record-keeping.
- Confident using Microsoft Office applications, particularly Word and Excel.
- Comfortable speaking with external partners by phone to address compliance matters.
- Ability to problem-solve and adapt to changing priorities in a fast-paced environment.
- Understanding of housing management, property compliance or safety (desirable).
- No formal qualifications or professional memberships are explicitly required, though relevant housing or compliance training is beneficial.
- This role is subject to a **basic** criminal record check issued by the disclosure and barring service (DBS)