



Recruitment Pack Property Compliance and Facilities Coordinator

**Location: Penrith
Permanent
15 hours per week
(working pattern to be agreed)**

August 2026

Contents

1. Welcome letter
2. About Eden Housing Association
3. Organisation Values
4. Role profile and person specification
5. Terms and conditions
6. Key Dates and Selection Process
7. How to Apply

The following supplementary information can be downloaded from our website

www.edenha.org.uk – please see the Careers section

- Application Form
- Equality Monitoring Form
- Additional Benefits of Working for Eden Housing Association



Dear Applicant,

Thank you for showing interest in joining Eden Housing Association and the post of Property Compliance and Facilities Coordinator.

This is a supporting role in the internal Compliance team. You will also be working closely with other operational teams within the business ensuring that we are meeting compliance with legislation and regulatory requirements.

We see ourselves as a community-based Association, rooted in the heart of the beautiful and hidden gem that is the Eden Valley, and provide housing and related support services across North Cumbria. We benefit from loyal and committed staff, have a long track record of involving tenants and residents in influencing what we do and place great value on working in partnership to add value to our own unique strengths.

We have changed the way we work, adopting a modern approach to reduce our carbon footprint. Whilst your base will be Blain House, Penrith, we have an agile working policy so you will be able to work from home for part of the week. We do normally request that colleagues work at Blain House for a period of up to six months to settle in the role and build relationships with your colleagues. This improves the service we provide for tenants and helps us to achieve a better work/life balance.

This is a fantastic opportunity to join a value driven, charitable organisation focused on people and achieving results.

I do hope that you will apply. Please check out our website at www.edenha.org.uk where you can see more of the range of activities we get involved with.

Yours faithfully

Joanne Crone
Property Compliance and Facilities Manager

About Eden Housing Association

Eden Housing Association is a successful small independent Registered Provider of affordable homes with a rural focus.

We were established in 1997 following the voluntary transfer of housing stock from Eden District Council.

We now operate chiefly across North Cumbria owning and/or managing around 2000 homes for affordable rent or sale, and act as Managing Agents for Mitre Housing Association and Lyvennet Community Trust.

Eden Housing Association has a clear Strategy created with our tenants, stakeholders, colleagues and partners. It runs from 2024 to 2028 and responds directly to our tenants' needs:

GOOD QUALITY, SAFE AND AFFORDABLE HOMES – The priority for our tenants is to invest in homes by improving the repairs service, the energy efficiency of homes and maintain attractive homes in places where tenants want to live.

TENANT VOICE AND INFLUENCE – We will actively listen and support our tenants, improving services together.

HIGH PERFORMING AND RESILIENT ORGANISATION – To deliver our ambitions to tenants and your homes we need a modern and resilient high performing business.

Our homes are generally located in areas of strong housing demand and relatively high market values.

Most of our homes caters for general family needs, with around 10% specifically designed for older people.

Tenants and residents are at the heart of everything we do, and a range of opportunities are offered and continually refreshed for local people to get involved with our work.

Eden Housing Association's commitment to value for money is integral to delivery of our services and operations as a business and is woven through the delivery of all our aims and objectives.

OUR VALUES



- **T** - EHA colleagues & partners work as one team to deliver for tenants in a trusting & supportive environment
- **I** - Colleagues take responsibility, keep promises and do the right thing
- **C** - We aim to get it right first time and treat tenants with respect
- **L ✓** - We value all feedback especially from our tenants so that we can celebrate the good things and learn from and improve when we have not got it quite right

Where you will find our affordable homes



The Eden Valley

Eden is a beautiful corner of Cumbria in the north of England, taking in the lakes and mountains around Ullswater, part of the Lake District National Park and the moorlands of the North Pennines around Alston, an Area of Outstanding Natural Beauty. In between, the River Eden flows through the rolling countryside of the Eden Valley.

For further information, visit www.eden-in-cumbria.co.uk

JOB PROFILE

Job Title: **Property Compliance and Facilities Coordinator**

Responsible to: **Property Compliance & Facilities Manager**

Responsible for: **n/a**

Purpose of Job:

To provide effective administrative and data support to the Property Compliance and Facilities Team, assisting with the coordination, processing and recording of compliance, facilities, repairs and maintenance activities.

The role supports the accurate input and management of compliance information, digital filing, processing of repair-related tasks, and organisation of caretaker and cleaner diaries to help ensure services are delivered efficiently and to agreed standards.

Key Responsibilities:

1. Administrative and Service Support

- Provide effective administrative and data support across property compliance, facilities management, responsive repairs, cyclical maintenance and in-house caretaker and cleaning services.
- Support the delivery of compliance and facilities services by liaising with tenants, contractors and colleagues, confirming appointments, processing follow-on requests and ensuring accurate records are maintained.
- Monitor and respond appropriately to compliance, land management, grounds maintenance and facilities-related queries, escalating matters where required.

2. Compliance Records and Data Management

- Input, update and maintain compliance, repairs and facilities information accurately across relevant business systems.
- Maintain electronic records and documentation, including saving certification to relevant property records and identifying follow-up actions to keep information complete and up to date.

- Collate, monitor, cleanse and reconcile data and documents from primary and secondary sources, working independently and with colleagues to maintain data accuracy.

3. Caretaker, Cleaner and Contractor Coordination

- Coordinate the daily workload of in-house caretaker and cleaner team, ensuring tasks are allocated, recorded and completed to agreed standards and timescales.
- Maintain team diaries and planning tools, including the iCloud Planner, to support effective scheduling and visibility of work.
- Record issues raised during visits, action follow-on matters and support tenant correspondence and filing relating to caretaker, cleaner and contractor activity.

4. Reporting and Performance Information

- Support the collation of accurate quarterly compliance KPI reports, working with IT colleagues where required to ensure reporting processes are effective and reliable.
- Use business management systems to record, process and support sign-off of health and safety, accident and incident documentation.
- Work with colleagues to resolve data or reporting issues and develop appropriate checks to support continuous improvement.

5. Financial Administration

- Raise works and purchase orders accurately and complete related purchase order system actions, including confirming goods or services received.
- Support effective financial administration by ensuring records are accurate, appropriately filed and available for monitoring or audit purposes.

6. Risk, Policy and Compliance

- Assist with managing risk within the area of responsibility by supporting the application of appropriate policies, procedures and controls.
- Support legal, statutory and regulatory compliance by maintaining accurate records, escalating concerns and helping ensure required actions are completed.

Generic

- Comply with the Association Policies & Procedures
- Provide a positive image of the Association to its customers, stakeholders and other relevant outside bodies

- Provide input to the Corporate Plan and Team Plans through participation in Department and Team Meetings
- Consistently live the Association's ASID test, Customer Commitment and corporate values
- Take responsibility for your own personal development including keeping abreast of emerging legislation, regulation and the external environment
- Undertake any necessary on-the-job training required to develop the skills and knowledge needed to be able to perform to the standard required.

Health and Safety

- The post holder is required to carry out duties in accordance with the Company's Health and Safety policies and procedures including completing investigations and making recommendations following incidents, accidents or near misses.

Diversity

- The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for everybody, including those with protected characteristics as identified by the Equality Act 2010.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the

general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

I accept the responsibility to perform these duties to the best of my capability.

Signed: Date:

COMPETENCY PROFILE & PERSON SPECIFICATION

Property Compliance and Facilities Coordinator

1.0 Influencing and Negotiating

- Works positively with colleagues, customers and partner organisations
- Handles conflict constructively
- Presents information and key points of argument clearly
- Maintains a positive outlook at work

2.0 Interpersonal Skills

- Adapts interpersonal style to suit different people or situations
- Actively engages with team members and other colleagues
- Listens and communicates clearly
- Demonstrates integrity and is respected by others
- Demonstrates an interest in and an understanding of others
- Structures information in a way which meets the needs and understanding of the intended audience

3.0 Strategic Vision

- Analyses and interprets information logically
- Makes rational judgements from the available information & analysis
- Looks at the longer term as well as the present
- Introduces new and creative thinking to strategic issues
- Produces workable solutions to a range of problems

4.0 Embracing Change and Delivering Success

- Suggests and implements changes which improve the performance of the organization
- Focuses on delivering clear outcomes
- Shares expertise and knowledge with others
- Takes responsibility for actions
- Takes the initiative where required
- Recommends workable solutions to problems encountered

5.0 Organising and Executing

- Plans activities in advance and adapts to changing circumstances
- Sets high standards for quality and quantity
- Monitors performance against deadlines
- Works in a systematic, methodical and orderly way
- Demonstrates commitment to the organization
- Complies with statutory obligations and company policy

6.0 Customer Service

- Identifies and clarifies individual customer needs
- Interacts well with all external and internal customers taking into account diverse needs
- Keeps customers up to date and informed
- Deals with customers fairly and equitably
- Seeks to improve processes to benefit the customer

PERSON SPECIFICATION

Property Compliance and Facilities Coordinator

		Essential (E) or Desirable (D)
Qualifications	Educated to BTEC National Certification / ONC level or A level / city and guilds level 3 or equivalent.	E
Experience	Experience of establishing and maintaining effective administrative and data management functions	E
	Experience of working in a Housing Association	D
	Experience of working in repairs & maintenance or associated fields.	D
Knowledge	Understanding of social housing and the importance of repairs & maintenance services.	E
Skills	Clear written and verbal Communication	E
	Self-motivated	E
	Team working ability	E
	Can do attitude	E
	Flexible and responsive	E
	Approachable	E
	Customer focussed	E
	Non-judgemental	E
	Clear thinking under pressure	E
	Successful negotiator	E
	Making accurate and timely decisions	E
	Resilient in stressful situations	E
	IT Literate	E
Other requirements		

Terms and Conditions

Salary and benefits

Salary: £27310.82 FTE per annum (£11,071.95 based on 15 hours)

- Sickness scheme depending on length of service
- We currently offer membership of SHPS Defined Contribution Pension Scheme

Annual leave entitlement

24 days plus public holidays pro rata

Working hours

Normal hours of work are:

15 hours per week – working pattern to be agreed with successful candidate.

Notice period

1 month.

Location

Your main place of work is the office (Blain House) however we are set up for agile working and expect you will be working from home as well as the office.

As reasonably requested by your Line Manager and/or Chief Executive we reserve the right to require you to work elsewhere as reasonably required

Criminal Record Check

Role requires a satisfactory basic disclosure

Key dates and the selection process

Closing date for applications:	9.00 am Monday 24 August 2026
Formal interviews:	Planned to take place Friday 4 September 2026

How to apply

Applicants should;

- Complete the application form
- Complete the Equalities Monitoring Form

Please submit your full application to either of the following addresses:

By email:

hr@edenha.org.uk

By Post:

Human Resources
Blain House
Bridge Lane
Penrith
Cumbria
CA11 8QU

All applications will be acknowledged.