



Quality & Compliance Officer

Circle VHA are proud members of INAR - The Irish Network Against Racism

The role:

This role is essential in upholding the company's standards and operational excellence. The post holder will support the Quality & Compliance Manager in the continued development and implementation of Circle VHA's Quality Management System (QMS) and management of the compliance requirements of the organization, ensuring all quality and compliance standards are maintained. The individual will also assist the Director of Corporate Services and colleagues within this department and the Office of the CEO, in maintaining a high level of regulatory compliance and providing support services to the Board, its Committees and the Leadership Team. The Quality & Compliance Officer will support the quality, risk, and compliance functions of the organization by coordinating activities, ensuring adherence to regulations, and assisting in implementing risk management strategies. This position requires a highly organized individual with exceptional time management, planning skillset and communication skills.

In addition, the post holder will also be responsible for providing several office management support functions, mostly stationery and supplies management and management of post in/ post out for head office.

Location: Hybrid working, with office and national site attendance required.

Reporting to: Quality & Compliance Manager.

Contract: Permanent, subject to a six-month probationary period.

Salary Range: €35,800 - €53,700 depending on experience.

Hours: 37.5hrs per week over 5 days.

Leave: 26 days

Pension: Available on completion of probation

Travel: The post requires a valid driving license and the use of a car for business purposes. Expenses policy applicable.

Head Office: 32-34 Phoenix House, Castle Street, Dublin 2.



To Apply:

Please submit curriculum vitae to recruit@circlevha.ie

Closing Date:

Wednesday the 20th of November 2024

Interviews:

If selected for next stage of the recruitment process, candidates will be contacted by a member of Circle Voluntary Housing Associations' HR Team regarding interview date and time.



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The Organisation: Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.

Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.

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Key Responsibilities

- Assist the Quality and Compliance Manager with the maintenance of internal and external Risk Registers, Business Impact Assessments, Internal Audits and Disaster Recovery processes.
- Co-ordinate updates to Circle VHA's risk registers ensuring reports are available for key meetings.
- Assist with the drafting, updating and management of policies as per CVHA Policy Framework.
- Working with the Corporate Services, Leadership and Management teams to document and enhance systems, processes, procedures, and controls to ensure continuous improvement of quality standards.
- Manage the scheduling, communication, and documentation for CVHA Board and subcommittees.
- Prepare papers and advise the CEO, Chair of the Board and Subcommittee Chairs / Staff Members on governance matters, supporting them with administration as and when required.
- Assist with the preparation and maintenance of Board and subcommittee documentation in an orderly and accessible format and proactively follow up actions, filing and dissemination of minutes.
- Co-ordinate and deliver Board inductions for new Board members and organize ongoing training opportunities for Board and Board Committee members.
- Assist the Quality and Compliance Manager in maintaining action lists, Board information and records and preparing statutory and other reports for relevant stakeholders both internal and external.
- Coordinate the collation of content for the preparation and administration of Board and Board subcommittee meetings as required, including collation and dissemination of meeting documents, minute taking and arranging meetings.
- Coordinate the collation of content for the preparation of Key Performance Indicator reports for the Leadership Team and Board.
- Assist with the co-ordination of the Board away days, conferences, training, and other events.
- Assist with the complaints process, liaising with relevant Complaints Records Officer (CRO) to ensure complaints are investigated, progressed, and resolved in line with CVHA Complaints Policy.
- Provide administrative support to the Chief Executive, Director of Corporate Services, and the Quality and Compliance Manager as required.
- Prepare necessary paperwork, organize meetings, and appointments for Quality and Compliance Projects.
- Manage, develop, organize, and maintain appropriate filing systems, both electronic and conventional paper files and develop and maintain a directory of template documents for the Corporate Services Department.
- Develop and assist in designated Special Projects at the request of the Quality and Compliance Manager and Director of Corporate Services.
- Develop a culture of 'constant improvement' in compliance with specific focus on processes, controls, and systems.
- Maintain internal audit trackers, liaising with the Quality and Compliance Manager and Managers as required to deliver Circle VHA's schedule of planned audits.
- Liaise with Circle VHA personnel to complete the Annual Monitoring form for the Approved Housing Bodies Regulatory Authority (AHBRA), the Charities Regulator (including preparing reports /gap analysis) and CRO filing and reporting for Company Secretary elements.
- Liaise with the Leadership Team in completing the Lobbying Return to the Office of the Information Commissioner, three times a year.
- Maintain Circle VHA's Conflict of Interests Register.
- Support the identification, implementation & maintenance of process improvements in all areas.
- Deputize for Circle VHA's Quality and Compliance Manager when required including the provision of leave cover.

General

Key Competencies

- Highly organized individual.
- Excellent time management skills.
- Proficient IT skills particularly Microsoft Office suite.
- Understanding of governance principles and framework.
- Excellent written and verbal communication skills.
- Focus on accuracy and conciseness.
- Strong analytical skills.
- Flexible.
- Ability to work independently and as part of a team.

Person Specification

This position requires a highly organised individual with exceptional time management and planning skillset. The appointee must excel at prioritising tasks, ensuring seamless workflows, and that deadlines are consistently met. We are looking for someone with a strong understanding of governance principles and frameworks relevant to the organisation, with an ability to interrogate and maintain accurate and up-to-date governance documentation. Excellent written and verbal communication skills, with a focus on clarity, accuracy, and conciseness are required. The individual must be able to work independently with strong initiative and as part of a team. They must be proactive and be a resourceful problem solver with strong analytical skills. The individual is expected to be discreet and professional with a high level of integrity and the ability to cope well under pressure.

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria.

Education and Work Experience	Essential	Desirable
Relevant experience or qualification in a related field (Quality/Compliance/Housing/Property)	✓	
Minimum of two years' experience working within a similar role.	✓	
Experience of working within a social housing, property, or financial services business.		✓
Excellent IT skills, including proficiency with Microsoft Office Suite.	✓	
Experience of working collaboratively across contrasting functions within an organisation.	✓	
Experience of comprehensive record keeping enabling all actions to be evidenced and the current position identified.	✓	
Experience in drafting accurate, accessibly written, and concise policies, reports, and minutes of meetings which are shared internally and with external agencies	✓	
Excellent skills in writing and editing with strong attention to detail.	✓	
Experience of providing regular reports to manage and evidence the status of compliance.	✓	
Membership of the Chartered Institute of Housing is desirable.		✓
Key Knowledge and Skills	Essential	Desirable
An understanding of the environment in which AHBs operate and the services that they provide to tenants.		✓
An understanding and appreciation of Circle VHA's vision, mission, and values.	✓	
Excellent skills in writing and editing with strong attention to detail.	✓	
Excellent organisational skills	✓	
Excellent negotiation and problem-solving skills.	✓	
Possess excellent verbal and written communication skills.	✓	
Ability to work effectively on own initiative and collaboratively with Circle VHA teams and committees.	✓	
Ability to work with accuracy and attention to detail and within deadlines.	✓	
Flexibility to undertake other duties to support Circle VHA's strategic objectives.	✓	
Strong written communication skills, comfortable preparing reports for management colleagues and external agencies	✓	
Ability to work with accuracy, attention to detail and within deadlines.	✓	
Positive, collaborative and solution focused individual.	✓	
Ability to form and maintain good working relationships at all levels, internally and externally	✓	

This job description is not restrictive and will be subject to periodic review.

Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's*

