

# Business Support Officer

## Job Description

The logo for East of England COOP, featuring the text "East of England" in white above "COOP" in white, with a small yellow swoosh under the "O" in COOP, all on a green background.

### The purpose of your role in Our Co-op

As a Business Support Officer (Compliance), you will play a key role in ensuring that the Society remains 100% compliant with internal policies, external regulations, and industry standards.

You will be responsible for supporting compliance audits, managing documentation, overseeing contract administration, and assisting with procurement and renewals. Your work will ensure that compliance obligations are met efficiently, mitigating risk and maintaining operational integrity.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

### The Team you are joining

The Building Services team are responsible for the safety, compliance and operation of the Societies vast trading and investment property portfolio. A multifunctional team interacting and supporting all elements of the Society, to ensure both Capital and Operational expenditure is successfully and safely delivered, helping the business to successfully achieve its goals.

### Things you need to know

This is a hybrid-working position which will require you to adhere to our hybrid working policy and procedures.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

### The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

### Your reporting lines

#### Location

Wherstead Park,  
Ipswich, Suffolk, IP9 2BJ

#### Department

Central Office, Building  
Services

#### Reports to

Building and Compliance  
Manager



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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### What you will be working on at Our Co-op

#### 1. Compliance & Risk Management

- Ensure the Society adheres to compliance regulations, risk management processes, and industry best practices.

#### 2. Contract Administration

- Manage compliance, service, and maintenance contracts, ensuring accurate documentation and adherence to agreed terms.

#### 3. Stakeholder Collaboration

- Work closely with internal teams and external partners to address compliance challenges and resolve issues.

#### 4. Procurement & Renewal Support

- Assist with the procurement and renewal of contracts, ensuring a smooth transition and continued compliance.

#### 5. Audit & Data Management

- Support compliance audits, risk assessments, and reporting, ensuring accurate record-keeping and regulatory alignment.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

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### Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit [www.eastofengland.coop/careers/our-values](http://www.eastofengland.coop/careers/our-values)