



Role Profile

This section provides key information relating to the role

Job Title:	Compliance Officer (Gas and Water)		
Post No:	RP0025	Grade:	J
Team:	Property Services & Climate Change	Location:	Campus East
Responsible to:	Compliance Manager		
Responsible for:	Technical Administrator		

Overall job purpose:

The post of Compliance Officer is a technical role. This role is part of a team of specialist safety and compliance professionals reporting to the Compliance Manager.

Responsible for helping meet statutory, non-statutory and Asset related obligations and reporting on and improving property compliance, including the provision of contract management, quality assurance, relevant legal services, and support with property access issues.

Key areas of focus:

1.	Monitor and report on all areas of responsibility including any potential instances of non-compliance.
2.	Ensure periodic inspections required to stay compliant are completed satisfactorily and within time.
3.	Undertake regular reviews and evaluate landlord risk and compliance issues.
4.	Assist the Compliance Manager in identifying, assessing and governing compliance risks.
5.	Lead monthly inspection performance meetings and monitor performance against key compliance KPIs.
6.	Deliver the day-to-day service and compliance programmes including capital investment requirements for all managed stock.
7.	Manage and report the day-to-day financial budgets.
8.	Ensure works are delivered by contractors or sub-contractors effectively, completed in a timely manner and within budget.

9.	Monitor the quality of work carried out by contractors or sub-contractors to ensure all works are carried out in accordance with agreed service standards, legislation and contract documents.
10.	Assist the Compliance Manager in the procurement of new contracts as required in accordance with European and Council rules and standing orders.
11.	Prepare written specifications and contract documents along with scope of works for Capital and day to day remedial actions.
12.	Work with the Property Services team to ensure the integrity of data for all areas of responsibility including contract reconciliations, validation surveys, sample quality checks and completions data.
13.	Develop and manage positive and productive relationships with staff, external partners, and other key stakeholders.
14.	Consult and liaise with residents, tenants and leaseholders as appropriate to ensure effective service delivery and excellent customer service.
15.	Keep up to date with legislation changes and amendments to codes of practice.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent to include Maths and English.	x		AP
Gas Safety: Level 4 VRQ in Gas Safety Management (if they are not Gas Safe Registered), or equivalent, and full membership of the Association of Gas Safety Managers (AGSM)	x		AP
Legionella BOHS P901: Legionella Management and control of building hot and cold-water services or the HABC Level 2 Award in Legionella Awareness (or equivalent).	x		AP
Evidence of continual professional development training in a construction and health & safety related discipline.	x		AP
Working in a customer focussed environment with a good understanding of customer care.	x		AP/IN
Experience of working in social housing.		x	AP
Experience of managing and co-ordinating contractors and managing works to high standards and on time.	x		AP/IN
Experience of successfully acting as a “hands on” Operational Contract Manager within service and maintenance contracts and contract budgets within allocated resources	x		AP/IN
Knowledge			
Compliance Officers will have a base knowledge across all fields of technical risk management and general health and safety	x		AP/AS
Knowledge of all elements of Building and Services, Contracts, Housing Legislation and Best Practice	x		AP/AS
To have an up-to-date knowledge of the necessary guidance notes, codes of practice, statutory and legislative requirements relevant to the role	x		AP/IN

Detailed understanding of construction and refurbishment processes in a social housing sector	x		AP/IN
Demonstrate an understanding of the landlord's compliance requirements within the social housing sector	x		AP/AS
Skills and abilities			
A confident, effective communicator with the ability to communicate with a broad range of internal and external stakeholders.	x		IN/AS
Excellent numeracy with accurate figure-work and data processing and reporting skills	x		IN/AS
Financial / value for money awareness.	x		IN/AS
Proficient user of IT systems and handheld technology		x	AP/AS
Ability to assess appropriate course of action to ensure customer and property safety	x		IN
Ability to deal with complaints and resolve service delivery problems positively.	x		IN
Able to work collaboratively with staff, partners, key stakeholders & others.	x		AP/IN
Ability to analyse and scrutinise risk assessments and complete actions accordingly	x		IN
Other attributes			
The ability to work independently to solve problems using own initiative.	x		IN/AS
Ability to carry out surveys, inspection, climb ladders	x		IN
Ability to manage priorities with competing deadlines	x		AS/IN
Represent the Council at meetings as deemed appropriate and to occasionally work outside office hours.	x		IN
A valid driving licence and access to a suitable vehicle.	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.