

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Compliance Officer Gas &amp; Electrical Safety</b>
<b>Service:</b>	Housing Operations
<b>Team:</b>	Property Services Team
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Compliance Manager
<b>Responsible for:</b>	NA
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>To provide technical administrative support with regards to Gas and Electrical Compliance works and to support of the cyclical gas and electrical maintenance service to ensure compliance in line with the regulations and council policy..</li> <li>To manage information relating to Gas and electrical contracts to ensure that the Council meets its Health and Safety Legal Requirements. The post holder will ensure that all data received by the Council is correctly recorded in a timely manner</li> </ul>	

to ensure that the performance of key contracts is monitored, and any issues are escalated to the Compliance Manager without delay.

- Ensure that robust, accurate and well-maintained systems, processes and records are in place for all aspects of compliance for Gas and Electrical maintenance.
- To ensure that the Council homes and common areas meet all required regulatory standards and internal policies to ensure the safety of our tenants and members of the public, through the planning control and delivery of periodic testing, servicing, maintenance and upgrade programmes of work.
- Assist the Compliance Manager with the day to day contract administration, communicating and meeting regularly with contractors to ensure they complete works to a high quality and deliver a cost effective service.
- Deputise for the Compliance Manager when required to ensure prompt decision making and the smooth running of the team.
- To implement non access processes and see through to completion, co-ordinating with other relevant Officers and departments

## MAIN DUTIES AND ACCOUNTABILITIES

### Operational Duties

- Manage the administration of the Gas and Electrical servicing contract, duties to include ensuring an up to date record is kept for all properties within the stock with gas and electrical installations. The post holder will liaise with the contractor to ensure access and arrange for the service of a Notice of Seeking Possession where the Council will be in breach of regulations if gas safety checks are not carried out.
- Act as first point of contact for gas and electrical compliance related incidents, completing initial risk assessments of circumstances taking into consideration the severity of potential risk and harm, making decisions and actions to mitigate risk and liability to the Council.
- Ensure that all required testing, servicing and inspection regimes are undertaken on time and in line with regulations and Council policy.
- Oversee the completion of a programme of audits to give the Council assurance that works ordered and completed meet expected standards in terms of both quality and provide value for money.
- Ensure that maintenance works and remedial works are delivered to the highest levels of health and safety standards.
- Assist Compliance Manager with procurement required in line with the Council's Contract Procurement Rules and Financial Regulations.
- Complete all Section 20 leasehold consultation requirements as required.
- Produce regular management information reports and KPI data to inform on performance and identify areas for service improvement.
- Ensure that all compliance records and management systems are current and updated, ensuring adherence with data protection and GDPR requirements.
- Work with Legal and Housing Management colleagues to utilise available powers to gain entry to difficult to access homes to complete essential inspection and/or works. This may involve making applications to and attendance at County or Magistrates Courts to give evidence.
- Ensure that all compliance policies and processes are adhered to, working with the Compliance Manager to ensure they are reflective of our statutory regulations

and are focused on the provision of continuous improvement to ensure the safety and security of our residents homes.

- Attend meetings to represent the Council as required.

### **Contract Management**

- Assist with the administering of contracts including monitoring budgets against spend, performance management, contract delivery and progression and supervisory activities and to include the oversight of health and safety adherence.
- Attend and contribute to operational meetings
- Monitor contractual terms and conditions for the projects responsible for and where issues arise escalate these to the Compliance Manager as necessary.
- Day to day contact for contractors, working in partnership to ensure works are appropriately resourced, scheduled and communicated.

### **Team Work and Communication**

- Work in tandem with fellow Compliance Officers and Support Administrators to ensure resilience and continuity of the compliance work streams
- Work in partnership with contractors, colleagues (from Property Services and the wider Housing and Corporate services) to take holistic approach to service delivery.
- Research and provide information and background details for the Compliance Manager to enable responses to complaints received in line with corporate timelines.
- Provide or seek technical advice and support to colleagues within Property Service Team and the wider Council.
- Liaise with residents undergoing works in their homes to provide information, dealing with their needs sensitively, explaining technical plans or specifications to a non-technical audience.

### **Finance and Budgets**

- Assist with budgetary control for contracts that you are responsible
- Raise and authorise works up to the delegated authority of the postholder.
- Audit contractor specifications against works ordered to ensure works are necessary and represent value for money, challenging and querying inconsistencies or errors.
- Review and validate variation orders, payment applications and invoices received with the agreed contractual terms.
- Provide information to the Compliance Manager or Operations Manager as required to for budgeting and business planning purposes.
- Ensure projects are delivered to the required quality, budget and timescales. Identify budget variances and work with the Compliance Manager to resolve potential overspend or identify areas for efficiency savings.

### **Customer Service**

- Corporate – Deliver excellent service to customers in line with published service standards

- Self-Motivation - A positive commitment to the service provided and an ability to exercise wide discretion and initiative over a very broad area of activity, with little access to others
- Customer Focus - A positive attitude in dealing with all customers and a commitment to improving services to tenants and leaseholders
- Equality & Diversity – Actively promote the Council’s Equality and Diversity policy in all aspects of your duties.
- Safeguarding – Adhere to effective safeguarding practice for vulnerable adults and children in accordance with the Council’s policies, guidance and protocol.
- Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to, and encouraged to meet their full potential y working in a non-threatening environment free of harassment and/or bullying.
- Data Protection (GDPR) – Ensure that the principle of confidentiality and the requirements of the Data Protection Act (and future GDPR requirements) are fully applied to the work of your service area.
- Information Sharing – Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies.

### **Service Development and Improvement**

- Contribute to service development plan and provide innovative solutions to improve services
- A positive commitment to the service provided and an ability to exercise wide discretion and initiative over a very broad area of activity.
- Participate in case reviews to find solutions, agree the escalation of cases and ensure that lessons learnt from cases are disseminated and embedded into Councils procedures where appropriate

### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

### **Health and Safety**

- Comply with all Health and Safety legislation for your area of work, ensuring that plans are prepared and adhered to and risks are identified, managed and monitored as required.
- Understand the client and contractor roles under the Construction (Design and Management) Regulations 2015.
- Have an understanding of the Control of Asbestos Regulations 2012 and ensure compliance with Council’s Asbestos policies and procedures – both for yourself, your team and contractors/suppliers.

## **DIMENSIONS OF THE COMPLIANCE TEAMS ROLE**

- Gas Safety Checks completed annually - circa 4000
- Legionella Checks completed annually – circa 300
- Fire Risk Assessments (including reviews) completed annually – circa 300
- Electrical Tests completed annually – currently circa 500

- Asbestos management surveys completed annually – circa 1000
- Lift Services completed (stair/passenger) completed annually – circa 100
- Combined contracts responsible – approximately 10
- Annual number of meetings to attend or chair – minimum 24 per annum

#### AREAS OF ACCOUNTABILITY

- Develop a strong understanding of the contracts you have responsibility for including budgetary oversight.
- Develop knowledge of the Councils key Compliance Policies and Procedures
- Manage and oversee work orders for cyclical inspections and remedial or upgrade works, under the supervision of the Compliance Manager
- Achieve agreed objectives set with the Compliance Manager, with measurable success indicators

#### PLANNING/ORGANISING/CONTROLLING/ PROBLEM SOLVING/ DECISION MAKING / SCOPE FOR IMPACT

- Provision of technical advice and expertise for all enquiries to do with the Compliance areas you are responsible for, in order to assist with solving problems by implementing action plans which will minimise risk and liability for the Council.
- Assist Compliance Manager with regards to budget control which could amount to £2m per annum – by ensuring spend is within set budgets, early escalation of any potential overspends or efficiency savings.
- Approval of works applications, variations and invoice payments up to the delegated authority attributed to the postholder.
- Lead of the production of court packs to be sent to Legal and/or giving evidence at court.
- Assist Compliance Manager to effectively deal with underperforming contracts
- Provide information to the Compliance Manager to respond to complaints or Council Member enquiries
- Accountability to plan, co-ordinate and deliver contracts responsible for, ensuring priorities are determined and ensuring compliance with corporate targets and regulatory landlord obligations.
- Work in partnership with contractors to build strong effective relationships to ensure that works provide the best outcomes for the Council and our tenants.

#### CUSTOMERS AND CONTACTS

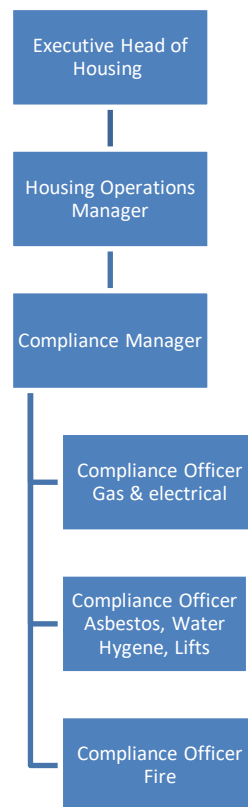
##### INTERNAL

- All staff including Management Board, Executive Members including the portfolio holder for Housing Services and Ward Members

##### EXTERNAL

- Contractors, suppliers, service providers, tenant and resident groups, partnering agencies, leaseholders and members of the public.

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Evidence of working in a compliance or building maintenance environment.	<b>A</b>	Member of recognized professional body – or working towards membership	<b>A</b>
	Experience dealing with compliance related issues	<b>A/I/C</b>	Industry recognized qualification in one or more of the relevant Compliance fields or equivalent knowledge gained from experience	
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	Broad knowledge of housing operational services and a strong appreciation of associated legislation, planning and control of programmes of works	<b>I</b>	Experience of working in social housing	<b>I</b>
	Experience working and liaising with contractors and contract administration to ensure service delivery	<b>I</b>	Experience of public sector procurement	<b>I</b>
	A strong eye for detail and an emphasis on precision, accuracy and record keeping.	<b>I</b>	A technical awareness of compliance areas (including health and safety) knowledge of legislative requirements, regulations and best practice within the sector	<b>I</b>
	Experience in report writing and translating complex issues into workable solutions for front-line staff and for recommendations to management.	<b>I</b>	Knowledge of section 20 process leaseholder consultation.	<b>I</b>
	Well developed IT skills with knowledge of Microsoft Office and Data base systems	<b>I</b>	Budgetary management experience and cost control.	<b>I</b>

<b>COMMUNICATION</b>	Demonstrates a wide range of communication methods most effective for the situation and individual needs.	I	Ability to negotiate with others to reach mutually beneficial outcomes, and can evidence successful outcomes	I
	Can explain technical or complex information to a non technical audience	I	Experience of producing reports in a variety of formats to be presented at operational, corporate or strategic levels.	I
			Can explain technical or complex information to a non technical audience	
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I	Experience of managing complaints	I
	Accurate spoken English is essential for the post	I		
	Demonstrate the ability to obtain and analyse customer feedback to facilitate an ethos of continuous service improvement	I		
<b>TEAM WORKING</b>	Demonstrate effective team working through the successful delivery of projects and goals	I	Experienced at utilizing resources to ensure that service is delivered in efficient and effective ways to meet goals and targets.	I
	Ability to share technical expertise and feedback with the wider Council teams and partners	I		
<b>MANAGING SELF AND OTHERS</b>	Ability to make effective decisions ensuring that all considerations are taken into account	I	Ability to take control of situations, providing the communication and assurance that decisions made are considered, risk assessed and are in the Councils best interests	I
		I	Experience of managing contractors to ensure that the needs of the organisation and customer are achieved	



<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Demonstrate commitment to delivering high quality results	<b>I</b>		
	An ability to bring forward solutions not problems			
	Evidence of flexibility adaptability and responsiveness to changing needs and circumstances	<b>I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A</b>	Use of a car during working hours	<b>A</b>
	Full and valid driving license	<b>A</b>	Ability to undertake survey activities including entering roof spaces or climbing ladders.	<b>A</b>
	Able to carry out site visits when required	<b>A</b>	Occasional attendance at meetings outside normal working hours	<b>A</b>

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

#### How assessed

A = Application CV/Personal Statement  
C = Certificates/professional Registration  
D = DBS police check  
E = Exercise  
I = Interview  
M = Medical assessment

For Official Use only			
<b>Job title:</b>	Compliance Officer – Electrical Safety	<b>Post no:</b>	
<b>Service:</b>	Housing Operations	<b>JE score:</b>	342
<b>Team:</b>	Compliance/Property Services	<b>Pay band:</b>	6
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	<b>Communication:</b>	<b>3</b>	
	<b>Customer Service:</b>	<b>3</b>	

	<b>Team Working:</b>	<b>2</b>	
	<b>Managing Self and Others:</b>	<b>2</b>	
	<b>Can do approach/Results:</b>	<b>3</b>	
<b>REVIEWED BY:</b>	Housing Operations Manager	<b>DATE:</b>	April 2023
<b>CHECKED IN:</b>	Human Resource	<b>DATE:</b>	April 2023
<b>LAST UPDATED:</b>	Human Resource	<b>DATE:</b>	April 2023