

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 Manager</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>	Housing Operations Manager
<b>Responsible for:</b>	Compliance Officer x 3
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>The overall purpose of the job role is to lead and manage the Compliance Team and associated contractors and consultants to ensure compliance to all Health and Safety legislation including asbestos management, gas safety, water hygiene, electrical testing, LOLER and fire safety to ensure homes and common areas are kept safe and in good repair.</li> </ul>	

- Ensure all compliance data is collected, validated and stored securely and accessible as required
- Ensure effective record and document keeping in relation to Compliance
- Produce accurate monthly management reports on Compliance performance
- Contribute to the implementation of Compliance IT systems
- To liaise with the Mechanical & Electrical Manager to schedule and resource the capital investment works required associated to key compliances areas.
- To manage the Gas and Electrical Contracts , ensuring the timely response of contractors and the completion of high quality works.
- As part of the wider Property Service Team support the Operations Manager, Strategic Asset Manger and work in co-ordination
- with the Mechanical and Electrical Manager in the success of our repairs and maintenance service, creating excellent partnerships, leading a knowledgeable and customer focused team, working along side colleagues across the Housing Operations service.

## MAIN DUTIES AND ACCOUNTABILITIES

### Operational Duties

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- Act as lead officer for the Council's Asbestos Management Plan and register, ensuring the annual review is completed within established timelines.
- Ensure that the Council's Fire Risk Assessment and statutory requirements are in date and actioned as appropriate.
- Ensure that the Asbestos policy and procedures meet current regulatory requirements, and all relevant staff are appropriately trained.
- Maintain Gas Servicing compliance in line with regulation and Council policy.
- Ensure that all compliance policies and procedures are regularly reviewed ensuring adherence with current regulations and legislation.
- Manage the procurement of new contracts tendering and award process for the compliance service; in line with the Council's Contract Procurement Regulations
- Undertake the Section 20 consultation process on all qualifying contracts and projects
- Overall responsibility of the compliance projects and works.
- Produce regular performance management reports to Management Board and Members
- Ensure that all Compliance records are fed into the asset management system are updated ensuring data integrity.
- Provide monthly data and information to support the annual return of Tenant Satisfaction Measures for the Regulator of Social Housing

### Contract Management

- Lead on all contract management duties including monitoring budgets against spend, performance management, against KPI's contract delivery and progression to ensure best value and quality works.
- Chair operational group meetings for all compliance contracts

- Monitor contractual terms and conditions for Compliance contracts and projects, working with contractors to resolve issues or escalating to Operations Manager as necessary.
- Provide subject matter lead on compliance legislation, ensuring updates or changes are reflected in the Council's policies and procedures in a timely manner.

### **Team Work and Communication**

- Develop robust and effective stakeholder and supplier relationships, working closely with contractors to develop partnering arrangements.
- Promote collaborative and cross functional team working in Property Services Team to meet operational targets and priorities
- Ensure the Section 20 process of leaseholder management is adhered to and ensuring leaseholder communication completed.
- Provide expertise advice and support to officers and managers across the Council on matters relating to Compliance.

### **Training and Development**

- Identify and undertake training and development opportunities as required to ensure the available skills are in place to meet the business objectives, keep up to date with regulation changes and to enable the achievement of potential
- Provide line management, support and guidance to the Compliance Team, leading on recruitment, induction, training, 1-2-1 support and appraisals.
- Support the development of the Compliance team officers ensuring that the team are appropriately skilled to ensure business objectives and operational priorities.
- Ensure that the wider Property Services Team is appropriately trained in key compliance policies and activities to ensure adherence to Council policies, regulations and legislation.

### **Finance and Budgets**

- Efficiently and effectively monitor and manage budgets for the Compliance Service.
- Contribute to your service area business plan to include priority projects, financial forecasts and expenditure review, providing regular updates to Head of Service.
- Manage and advise on compliance programmes, ensuring the Council meet Health and Safety obligations, whilst ensuring that programmes remain within budget.
- Authorise invoice payments up to the delegated authority threshold of the post holder.

### **Customer Service**

- Corporate – Deliver excellent service to customers in line with published service standards
- Equality & Diversity – Actively promote the Council's Equality and Diversity policy in all aspects of your duties.
- Safeguarding – Ensuring adherence for both Officers and Contractors to effective safeguarding practices 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 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**

- Lead on service development and improvement initiatives, to provide innovative solutions to improve service and process delivery within Compliance Team.
- Manage and investigate complaints in line with Councils policy, sharing and embedding learnings to aid service improvement.
- Research opportunities in implement new building maintenance techniques, products or materials making recommendations of suitability to enhance and develop working practices within Property Services.

### **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 adhere to and risks are identified, managed and monitored as required.
- To be a subject matter expert in the Building Safety Act 2022 and Fire Safety Act of 2021
- Understand the client and contractor roles under the Construction (Design and Management) Regulations 2015.
- Have an understanding of the Control of Asbestos Regulations 2012
- Ensure compliance will all the Councils compliance policies and procedures – by all officers, contractors and suppliers within your area of responsibility., (including but not exhaustive - Asbestos, Fire, Gas, Lift Equipment, Electric and Legionella)

## **DIMENSIONS OF THE ROLE**

- Budget Responsibility - approximately £ £3M per year
- Staff Management: 3
- Gas Safety Checks completed annually - circa 5000
- Legionella Checks completed annually – circa 300
- Fire Risk Assessments (including reviews) completed annually – circa 300
- Fire Door Compliance circa 1300
- Electrical Tests completed annually – currently circa 1000
- 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 36 per annum

## AREAS OF ACCOUNTABILITY

- Responsibility for adherence of all areas of landlord compliance, health and safety across the Council housing stock, including asbestos, gas, electric, fire safety and LOLER and water hygiene
- Ownership of all relevant Housing Health and Safety policies, procedures and management plans, to ensure that they are current, regularly reviewed and meet the required guidance, regulation and legislation.
- Responsibility for the contract procurement within Compliance to the value of £2 million (approximately) in line with Contract Procurement Regulations and Financial Regulations
- Contract management duties including budget monitoring, performance management, contract delivery and progression to ensure value for money
- Provide line manager support guidance and to ensure team are credible and focused on building a continuous professional development culture
- Produce regular compliance performance management reports to Corporate Management Board, Landlord Services Advisory Board, H&S Committee Overview and Scrutiny Committees and for Tenant Satisfaction Measures for the Regulator of Social Housing

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

- Ownership of all Level 1 complaints for Compliance and agreeing compensation amounts
- Implement processes with the aim to achieve 100% compliance on gas servicing in line with WBC policy and statutory requirements
- Dealing with underperforming contracts including health and safety breaches
- Resolving contractual disputes and gathering evidence in cases for escalation
- Supporting and supervising staff including taking capability and disciplinary action
- Research, draft and review key strategic policies and procedures.
- Identify areas within the Compliance service for business improvement
- Decision making in emergency situations to protect tenants and their homes.
- Lead the review of the Asbestos Management Plan and oversee the emergency procedures for managing Asbestos
- Chairing and leading contract meetings, ensuring agreed outcomes are achieved
- Approving payments up to the value of the delegated authority for the post holder
- Approving actions outside of the Council's policies for the service area

## CUSTOMERS AND CONTACTS

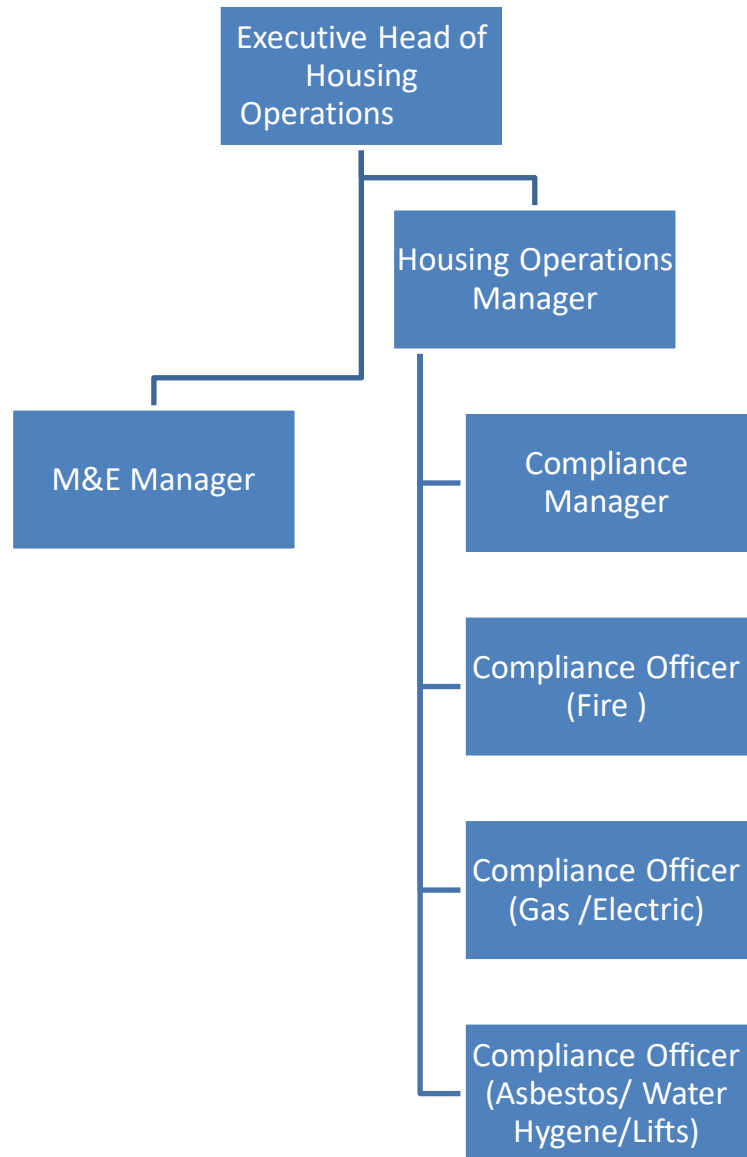
### INTERNAL

- All staff including Management Board,
- Executive Members including the portfolio holder for Housing Services
- 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, A/I/E or A/I within their application form to be shortlisted for this role.

The applicant must meet all of the essential criteria to meet the entry level requirements, and the desirable criteria to achieve the final level.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Evidence of a background in landlord Compliance and/or Health and Safety in one or more of the relevant fields	<b>A/I</b>	Industry recognized qualification in one or more of the relevant Compliance fields	<b>C</b>
	Holder of Degree, HND or equivalent & or discipline qualified to RICS or CIOB standard or qualified by experience	<b>C</b>	Member of recognized professional body – or working towards membership	<b>C</b>
	Understanding of the regulation of the major compliance areas (Gas, Electrical, Asbestos, Water Hygiene, Fire and Lifts (LOLA))	<b>A/I</b>	Demonstrate a higher degree of knowledge of the NICEIC 18 <sup>th</sup> Editions and the Gas Safety (Installation and Use) Regulations	
	Understanding and knowledge of Building Safety Act 2022 and Fire Safety Act 2021	<b>A/I</b>	Certificated IOSH / NEBOSH	
	Experience in staff management and development	<b>A/I</b>		<b>A/I</b>
		<b>A/I</b>	Knowledge of SFG20	
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Experience of managing data and operational knowledge of ICT management systems	<b>A/I</b>	Experience of working in social housing	<b>A/I</b>
	Experience working and liaising with contractors and	<b>A/I</b>	Experience of public sector procurement	<b>A/I</b>

	contract administration to ensure service delivery			
	A technical awareness of compliance areas (including health and safety) knowledge of legislative requirements , regulations including Gas Installation and Use Regulations 1998 and Landlords electrical safety certificate legal requirements and best practice within the sector	<b>A/I</b>	Awareness of Safeguarding	<b>A/I</b>
	A knowledge of a range of forms of contract including Term Partnering, Joint Contracts Tribunal (Minor Works, Measured Term) and Framework Agreements	<b>A/I</b>	Knowledge of section 20 process leaseholder consultation.	<b>A/I</b>
	Budgetary management experience and cost control.	<b>A/I</b>		
	Well developed IT skills with knowledge of Microsoft Office at intermediate level.	<b>A/I</b>		<b>A/I</b>
<b>COMMUNICATION</b>	Demonstrates a wide range of communication methods most effective for the situation and individual needs.	<b>A/I</b>	Ability to negotiate with others to reach mutually beneficial outcomes, and can evidence successful outcomes	<b>A/I</b>
	Experience of producing reports in a variety of formats to be presented at operational, corporate or strategic levels.	<b>A/I</b>	Experience of working alongside Council Members	<b>A/I</b>
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>A/I</b>	Experience of managing complaints	<b>A/I</b>



	Demonstrate the ability to obtain and analysis customer feedback to facilitate an ethos of continuous service improvement	<b>A/I</b>		
<b>TEAM WORKING</b>	Demonstrate effective team working through the successful delivery of projects and goals	<b>A/I</b>	Experienced at utilizing resources to ensure that service is delivered in efficient and effective ways to meet goals and targets.	<b>A/I</b>
	Ability to build constructive and productive internal and external relationships	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Ability to champion change and motivate staff and colleagues to actively contribute to improvements	<b>A/I</b>	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	<b>A/I</b>
	Provides clarity about requirements and accountabilities and effective action if performance does not meet expectations	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Evidence of flexibility adaptability and responsiveness to changing needs and circumstances	<b>A/I</b>		
	Takes personal responsibility and ownership for decisions, actions and consequences and learns from experience	<b>A/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>		
	Full and valid driving license and use of a car during working hours	<b>A/I</b>		

	Occasional attendance to meetings outside normal working hours	<b>A/I</b>		
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#### How assessed

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

#### Disclosure and Barring Service

Due to the nature of the work, this post involves a check on an individual's criminal background. The check is carried out through the Disclosure and Barring Service (DBS, previously CRB). Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

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<b>Job title:</b>	Compliance Manager (Professional Pathway)	<b>Post no:</b>	HF08
<b>Service:</b>	Housing Operations	<b>JE score:</b>	
<b>Team:</b>	Property Services	<b>Pay band:</b>	<b>GRADE</b>
<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>	Communication:	<b>3</b>	
	Customer Service:	<b>3</b>	
	Team Working:	<b>3</b>	
	Managing Self and Others:	<b>3</b>	
	Can do approach/Results	<b>3</b>	
<b>REVIEWED BY:</b>	<b>Matt Alexander</b>	<b>DATE:</b>	April 2023
<b>CHECKED IN:</b>	Human Resources	<b>DATE:</b>	April 2023
<b>LAST UPDATED:</b>	April 2023	<b>DATE:</b>	April 2023