**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Compliance Officer | **Grade**: PO4 |
| **Section:** Strategy and Development | **Directorate:** Housing & Regeneration |
| **Responsible to following manager:** Strategic Technical and Compliance Manager | **Responsible for following staff:** 0 |
| **Post Number/s: 2** | **Last review date:** January 2020 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Responsible to the Strategic Technical and Compliance Manager for assisting in ensuring that the programming, execution and recording of all building related Health & Safety issues relating to asbestos, fire and water quality within the housing stock is kept current and updated.

To assist in the monitoring and reporting on the status of compliance and associated risks. This will involve liaison with relevant officers across the Housing and Regeneration Department to ensure that inspections are undertaken, and databases are updated as required.

**Specific Duties and Responsibilities**

1. As directed, manages compliance programmes relating to asbestos, fire and water quality, ensuring inspection results, reports, surveys and certification is accurately recorded and legislation is met. Uses results to highlight and prevent non-compliance issues, reporting these in the first instance to the Strategic Technical and Compliance Manager.
2. As directed, updates the Wandsworth Housing and Regeneration Department Asbestos Management Plan and shares the plan with relevant colleagues as required. Acts as point of contact for contractors carrying out the testing and surveying of housing property for asbestos.
3. Monitors the Fire Risk Assessment (FRA) database to ensure all communal areas of the Housing stock have a current FRA held centrally and that there is a programme in place to update the assessments as necessary. Liaises with external contractors to ensure the correct installation and certification of technology fitted in blocks. Assists in carrying out FRA reviews before issuing to members of the public or residents and answers any resulting queries or deals with any issues raised.
4. Follows information sharing protocols to enable the effective sharing of FRA details with relevant officers, London Fire Brigade, external contractors and residents. Monitors the progress of fire safety work identified during routine building inspections.
5. Ensures the testing and monitoring of cold-water storage is undertaken in line with the HSE requirements and any current legislation and that results are entered on the central database. Assists the Strategic Technical and Compliance Manager in ensuring that immediate appropriate action is taken and all relevant parties notified in the event Legionellosis is detected.
6. Assists the Strategic Technical and Compliance Manager in matters relating to energy efficiency, including compliance with relevant legislation and bidding for funding as appropriate. To include the review of Energy Performance Certificates for both Council owned and new build council properties to ensure consistency of results and oversee updating of the EPC database, including following refurbishments. Updates the Department’s Standard Assessment Procedure (SAP) database to comply with government energy efficiency reporting requirements, producing related reports and statistics as required, including the Council’s annual average SAP rating.
7. Assists the Strategic Technical and Compliance Manager in managing contracts relating to contractors carrying out works relating to housing compliance on behalf of the Department.
8. Positively intervenes and stop any unsafe or poor-quality works identified in the course of contractor monitoring. Identifies and escalate any issues/risks to the Strategic Technical and Compliance Manager/Head of Housing Policy, Performance and Compliance.
9. As directed, assists with the periodic survey of the housing stock and keeps up to date with guidance related to the Decent Homes standard.
10. Works with the Strategic Technical and Compliance manager to ensure that all relevant staff understand their obligations regarding the compliance process and are acting accordingly. Commission and/or deliver training as required.
11. Maintains records consistent with the generation of Key Performance Indicators, providing reports when requested and contributing to data returns for the Ministry of Housing, Communities and Local Government.
12. Identifies opportunities for innovation and continuous improvement. To develop positive collaborative relationships which foster cross-pollination of ideas, sharing best practice and which engender a “right first time” ethos within the Strategic and Technical Compliance Team and wider service.
13. As necessary, provide supervision to the Compliance Administrators and temporary/trainee posts.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* The post is managed by the Strategic Technical and Compliance Manager with the work programme and areas of responsibility agreed with this Manager and the Head of Housing Policy, Performance and Compliance. The post holder will be expected to have the knowledge, skills and experience to undertake work to an excellent standard and to use initiative to ensure the Department meets its compliance obligations.
* The role may involve lone working when visiting buildings that are unoccupied. The role requires a reactive and pragmatic approach which may result in the need for working at height, working in confined spaces, or manual handling.

**Team structure**



**Person Specification**

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| **Job Title:** Compliance Officer | **Grade**: PO4 |
| **Section:** Strategy and Development | **Directorate:** Housing & Regeneration |
| **Responsible to:** Strategic Technical and Compliance Manager | **Responsible for:** As directed temporary staff/trainees |
| **Post Number/s:** | **Last Review Date:** January 2020 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&** I**/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Working knowledge and understanding of Social Housing | A & I |
| Knowledge of Building Construction | A, T & I |
| Knowledge of building related H&S issues and legislation and Codes of Practices related to the same | A & I |
| Awareness of the management and procurement of risk assessments and implementation of actions identified | A |
| **Experience** | |
| Experience working in a role related to Health & Safety legislation or; | A |
| Experience of working within a compliance role and/or within Social Housing | A |
| Experience of successfully managing own workload in an environment where deadlines and priorities frequently change | A&I |
| **Skills** | |
| High level of IT skills and packages to an advanced level as required for the role. This may include report writing (Word) and manipulating statistical data (Excel). | A & T |
| Ability to plan, prioritise and co-ordinate resources to deliver services, resolving operational issues using own initiative and seeking guidance when necessary | A & I |
| An awareness of the principles and practice for administrating reactive and programmed property maintenance | A & I |
| Effective communication skills, both written and verbal, especially when dealing with colleagues, Senior Managers and Members. | A & I |
| Must have the ability to organise and prioritise own workload, to work under pressure to meet deadlines | A & I |
| Ability to work both independently and as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner. | A & I |
| Ability to exercise effective judgement within constrained timescales and resources, within a highly scrutinised and regulated environment. | A & I |
| **Qualifications** | |
| Preferably educated to A level **or** equivalent by experience to undertake the requirements of this post. | C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**