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

**Job Description**

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| **Job Title:** Strategic Technical and Compliance Manager | **Grade**: MG1 |
| **Section:** Strategy and Development | **Directorate:** Housing & Regeneration |
| **Responsible to following manager:**  Head of Housing Policy, Performance and Compliance | **Responsible for following staff:**  5 staff |
| **Post Number/s:** 1 | **Last review date:** November 2019 |

**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 Head of Policy, Performance and Compliance for ensuring that all Wandsworth Council managed housing stock and temporary accommodation is maintained to the required health and safety standards and building regulations. To include those relating to the management of asbestos, fire and water quality.

To provide a strategic overview on legislative, environmental and technical building related issues affecting the management of the Council’s housing stock and other premises as required.

To monitor and report on the status of compliance, to undertake audits, identify risks and develop technical requirements to enable compliance. This will involve liaison with relevant officers across the Housing and Regeneration Department to be the responsible officer for ensuring that inspections are undertaken and databases are updated as required.

To procure and client manage a range of technical and safety related services that support this role. Identify actions as required to meet and maintain standards and make recommendations as appropriate.

**Specific Duties and Responsibilities**

1. Responsible for the effective management of the five posts in the Team including recruitment, training and development, objective setting, performance appraisal and supervision. Responsible for all budgets relating to this area of work.
2. Responsible for the procurement and client management of health and safety related contracts. This will include procurement of specialist services to assess compliance. Quality assures activities undertaken to ensure the safety of the Councils 32,000 residential homes and related amenity and communal space. Makes recommendations, including to Chief Officers as to spending requirements to maintain compliance.
3. Develops and manages compliance programmes relating to asbestos, fire and water quality to ensure all relevant legislation is met. Ensures inspection results, reports, surveys and certification is accurately recorded on the relevant database. Uses results to highlight, detect and prevent non-compliance issues ensuring such issues are raised and dealt with.
4. Responsible for the Wandsworth Housing Department Asbestos Management Plan ensuring that this is kept up to date and published internally. Responsible ensuring all staff are made aware of the content and that training is provided as required. Has lead responsibility for ensuring the accurate and timely recording of surveys and test results on the Asbestos Register.
5. Lead officer and responsible for ensuring the Department complies with all relevant fire safety guidance and legislation. To include ensuring all communal areas of the housing stock have a current Fire Risk Assessment (FRA) held centrally on a database and that these are reviewed as appropriate. Liaises with the LFB to facilitate their independent inspections, providing them with information as and when requested and reacting to any findings.
6. Ensures information sharing protocols are in place to enable the effective sharing of FRA details with relevant officers, London Fire Brigade (LFB), external contractors and residents. Leads on the review and refresh of these as required. Monitors the progress of fire safety work identified during routine building inspections.
7. Responsible for ensuring the testing and monitoring of cold-water storage is undertaken in line with the HSE requirements and any legislation and that results are entered on the central database. Ensures that immediate appropriate action is taken and all relevant parties notified in the event Legionellosis is detected.
8. Is the lead officer for the Department on strategic technical advice on matters relating to energy efficiency, including compliance with relevant legislation, management of the Energy Performance Certificates (EPC) database and bidding for funding to support the Council’s work in this area. Produces related reports and statistics as required and identifies opportunities to improve the energy and environmental efficiency of the Council’s housing stock. Responsible for developing an action plan to improve the energy efficiency of the Council’s residential stock and for reporting on progress to meet energy efficiency targets.
9. Directly responsible for the procurement of any contracts related to the appointment of consultants in relation to management of asbestos, fire and water quality. To include preparation of tender documentation, tendering, procurement and monitoring of the consultants’ performance when the contract is in operation. Responsible for identifying, implementing and reporting any contractor improvement actions arising from contractor performance monitoring, including intervening to stop any unsafe or poor-quality works identified.
10. Is Departmental lead in providing input in respect to the technical aspects of term contract drafting and tendering as it relates to health and safety matters. To include reviewing internal and external contactor Safe Systems of Work (SSOW) including Risk Assessment Method Statements (RAMS) and site rules.
11. Responsible for keeping up to date with any new guidance on the Decent Homes standard to ensure that the Council continues to comply with it. Oversees the periodic survey of the housing stock, evaluating costs, and prioritising the results within the context of the capital programme, using the information generated to inform the 30-year business plan.
12. Provides technical advice on all matters of housing related compliance to colleagues across the Council as required. Ensures that all relevant staff understand their obligations regarding the compliance process and are acting accordingly. As necessary, alerts relevant managers to any officers not adhering to the correct processes.
13. Responsible for developing training plans and arranging training for all relevant staff across the Department covering compliance issues as they relate to their role. This will include delivering or commissioning such training. Training needs will include but is not limited to asbestos training for frontline housing management staff every three years.
14. Manages revenue budget for their area of activity. Works with the Head of Policy, Performance and Compliance to identify opportunities for cost efficiencies which can be achieved without compromising statutory compliance.
15. Identifies opportunities for innovation and continuous improvement. Develops positive collaborative relationships, both internally and externally which foster cross-pollination of ideas, sharing best practice and which engender a high quality and “right first time” ethos within the Compliance and Strategic Technical Advice Team and wider service.
16. Links with other colleagues across the Council as appropriate, i.e. within Facilities Management Service, and externally. This will include contributing to Departmental, Corporate and partnership plans as required to support the aims of this post/team.

**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 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.

To provide strategic, operational and motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.

Is responsible for the management of the following posts, providing staff training and development, setting targets and monitoring performance and ensures that the correct procedures relating to flexible working arrangements are strictly adhered to:

* 3 x Compliance Officer (PO4)
* 2 x Compliance Administrator (SO1)

**Team structure**



**Person Specification**

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**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** | |
| Excellent working knowledge and understanding of Social Housing | A & I |
| An excellent knowledge of Building Construction | A, T & I |
| An excellent knowledge of building related H&S issues and legislation and Codes of Practices related to the same | A & I |
| A sound understanding of the management and procurement of risk assessments and implementation of actions identified | A & I |
| Understanding of contract law and ability to draft contracts | A & I |
| Understanding of stock condition and environmental efficiency matters as they relate to social housing |  |
| **Experience** | |
| Minimum of three years’ experience of working in an asset management environment. | A |
| In-depth experience of Health & Safety legislation | A & I |
| Experience of working within a compliance role or related within Social Housing | A |
| Experience of managing budgets, allocating staffing resources and procuring services. | A |
| Experience of developing plans, statements and undertaking risk assessments as it relates to this area of work | A |
| **Skills** | |
| High Level IT skills and experience of using IT packages to an advanced level as required for the role. This will 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 on own initiative | A & I |
| A good understanding of the principles and practice for administrating reactive and programmed property maintenance and inspections | A & I |
| Sound understanding of and the ability to apply quality assurance and performance monitoring techniques | A |
| 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 exercise effective judgement within constrained time-scales and resources, within a highly scrutinised and regulated environment. | A & I |
| **Qualifications** | |
| Degree in Building Surveying or related field | C |
| IOSH Managing Safely or NEBOSH General Certificate | C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**