

Job Description

Compliance Officer

RESPONSIBLE TO: Compliance Manager

JOB PURPOSE: To provide assurance that the Trust meets all statutory, regulatory and policy obligations and requirements in relation to the inspection servicing and testing of property compliance activity. Support the Compliance Manager and Fire Safety Manager to ensure the delivery of a value for money quality service to customers delivered within budget and to service standard.

'WHAT' – you do!

- Ensure that the Trust maintains an accurate comprehensive record of all properties in relation to, asbestos, fire safety, that all testing, servicing and inspections is recorded on the Trust asset management system.
- As the Trust's contract manager for internal and external contracts in relation to the allocated compliance areas monitor the delivery and performance through regular contract monitoring meetings.
- To produce annual work programmes to ensure all risk assessments, servicing, inspection and testing is completed in accordance with legislation and Trust policy and procedure.
- To produce, daily, weekly and monthly performance reports highlighting where performance is failing to meet targets and recommendation action required to bring performance within target where required.
- Support the preparation and regular review of contract specifications; preparation of annual budget requirements; cash-flow forecasts and monthly reforecasting to support delivery on time and to approved budgets.
- Support the Fire Safety Manager and Compliance Surveyor to monitor and deliver all risk assessment, inspection, servicing and testing requirements and remedial actions in other compliance areas from time to time.
- To always work in a "safe" way ensuring compliance with legislation, regulatory requirements, best practice and continuous improvement.

'HOW' – you do it!

We deliver the above by displaying the following example Values:

- Treating everyone with respect, being courteous and sincere
- Helping colleagues to deal with and complete difficult situations so we all do a great job
- Taking responsibility, making decisions and having a positive attitude and approach to work
- Meet promises given to customers to deliver high performance
- Actively listen to customers in order to manage their expectations effectively
- Put forward ideas where you can see a positive improvement can be made

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

ESSENTIAL/DESIRABLE	ASSESSMENT	
Behaviour – HOW		
Transparent with your colleagues and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Experience – WHAT		
Significant knowledge of Health & Safety legislation	E	I/A
Proven skills demonstrating ability in delivering effective compliance procedures and services	E	I/A
Managing landlord compliance projects	E	I/A
Extensive experience of setting up, monitoring systems to assess risk, carry out inspections following up remedial critical works	E	I/A
Proven experience of managing contractors developing successful relationships, achieving challenging targets and objectives	E	A/I
Contract development and implementation	E	A/I
Skills/Abilities/Competence – WHAT		
Excellent problem solving and analytical skills	E	I/A
Strong customer focus and an understanding of the impact to services whilst customers are living in their homes	E	I/A
Self motivation, flexibility to adapt to changing workload demands and organisational challenges.	E	I/A
Excellent communication and interpersonal skills to communicate a variety of facts, figures and data to Exec Team	E	I/A
Commitment to continuous self improvement	E	A
Full driving license and access to a vehicle	E	A

METHOD OF ASSESSMENT



- A Application form
- I Interview
- S Skills Test
- C Production of Certificates

