**Job Description**

Job Title: Housing Contracts and Compliance Manager (M&E)

Pay Grade: W6

Directorate: Communities

Team: Housing Assets

Reporting to: Building Safety and Compliance Manager

Budgetary Responsibilities:

* Staff – Housing Compliance Co-ordinator x 1
* Other Direct – Circa £1m
* Other Indirect – N/A

Total £1m

Job Purpose:

* To provide high quality contract management and to mitigate risk to the Council, Council residents and members of the public by ensuring the effective delivery of all Housing Mechanical and Electrical Compliance related Contracts and Polices working in conjunction with the associated Industry Standards, Regulatory Framework and Consumer Standards.
* To manage, monitor and report on the council’s housing mechanical and electrical compliance performance identifying areas of concern or risk and recommending and / or implementing remedies.
* To own and be responsible for the collation, monitoring and analysis of the asset register and relevant compliance data and produce accurate, real time performance information and measures.
* To monitor and review contract performance measures and delivery, and where appropriate, identify and lead on actions to remedy non-compliance or under-performance
* Ensure strong performance against all statutory compliance areas including management of key contracts, service visits, planned or preventive maintenance/repairs.
* Ensure excellent document management of all certification, service and compliance records.
* Continuously monitor and improve performance as necessary to meet the Councils objectives and the requirements of the Regulatory Consumer Standards.

Main Tasks:

1. As the Compliance Mechanical and Electrical lead for Housing working in accordance with internal polices and regulatory requirements to provide contract management of the following areas of compliance;

* Gas Servicing (Commercial and Domestic)
* Electrical EICR Testing (Communal and Domestic)
* Emergency Lighting
* Portable Appliance Testing
* Lightning Protection Systems
* Communal TV Aerials
* Lift Servicing (Passenger, Stairlifts, Through-floor lifts, and Hoists)
* LOLER examination management

1. Oversee the delivery of all compliance testing, servicing and monitoring of the contracts referenced above along with the management of minor remedial works/actions in accordance with legislation and best practice with the aim of achieving and maintaining 100% compliance (target).
2. Identify, recommend and lead on taking action on non-compliance or concerns about service delivery.
3. Own and periodically review the departmental policies and procedures including managing aspects of any “non accesses” process and all necessary escalations to the Legal team where necessary.
4. Ensure regular monitoring of all relevant contracts and ensure contracts are well managed with meetings held and recorded and clear action plans are developed throughout the life of the contract.
5. To arrange, attend and administrate regular liaison meetings with contractors to discuss performance, complaints and other issues.
6. To validate contractors and contractors staff credential and insurances at set intervals.
7. To ensure all contractor Policy, Procedures and Risk Assessment and Method Statements are in place, suitable for the task and in line with the standards set in Woking Borough Councils Policy and Procedures.
8. To respond to complaints raised in relation to the compliance areas stated above, in accordance with the current complaints policy and response times.
9. Assist with all necessary procurement activities to ensure the council has a high-quality supply chain available to meet the demands of the service.
10. Act as statutory compliance “monitor” reporting progress and any areas of non-compliance or concern making recommendations of all necessary improvement plans.
11. Oversee and be party to all internal and external audits relating to Statutory Compliance work areas an provide management responses and agree and implement any improvements identified.
12. Act as Health and Safety for work area and carry out in depth investigations in the event of serious incidents.
13. Own and manage the Compliance KPI Dashboard and all necessary reporting for work area.
14. To effectively manage direct reports working flexibly within the team to deliver the core objectives of the department.
15. Act as liaison officer when dealing with the emergency services in relation to managing compliance risks in housing assets.
16. To manage all internal and external audits of work area.
17. To provide mentoring and support to direct reports ensuring strategies and polices are embedded and clearly understood.
18. Production of data or reports relating to Compliance as and when requested by the Head of Housing Assets.
19. Carry out physical inspections of properties internally and externally taking all necessary health and safety precautions when necessary.
20. Assist with setting, monitoring and developing budgets and ongoing management and forecasting of service budgets.
21. To maintain a good working knowledge of legislation/guidance and changes affecting delivery of building safety, asset management, repairs and maintenance services that might impact the Housing Service and Council.
22. Be on-call for out-of-hours emergencies as part of a wider rota.
23. To carry out any other reasonable duties as required by the Director of Housing and/or Head of Housing Assets.

People Management:

* Management of the Housing Compliance Officer

Other Responsibilities:

* Ensure compliance with the Councils hybrid working policy working flexibly to ensure sufficient cover is in place during normal working hours for the Voids team and wider Housing Assets team as the need dictates.

**Person Specification**

**Key:**

E = Essential, D = Desirable,   
A = Application Form, I = Interview, P = Presentation

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Standard** | **E/D** | **Measure** |
| **Education & training** | * HND or equivalent such as Level 4 Diploma in Asset and Building Management Compliance or significant evidence of higher level qualification * NEBOSH National General Certificate or equivalent * ACS Gas Safe Registered Engineer, Level 4 Gas Safety Manger qualification or equivalent * ACSP Level 4 VRQ Electrical Safety Management or equivalent * Experience managing Lifting Equipment in a domestic and communal housing environment. * Professional understanding and knowledge of Government policy, regulation, legislation and initiatives relating to housing repairs and maintenance * Willingness to undertake further appropriate training/qualifications in the other specialist compliances areas covered in this role. * Knowledge of building contracts, housing, and statutory compliance legislation * Minimum 3 years managing compliance in a housing environment at a similar level. | E  D  D  D  D  E  E  E  E | A  A  A  A  A  A/I  A/I  A/I  A |
| **Experience** | * Significant experience in contract management and ensuring contractor compliance against their obligations * Significant experience and detailed knowledge of Building Safety, compliance and housing maintenance issues and the ability to advise and act on complex technical issues. * Significant experience managing gas servicing, maintenance and repairs in domestic and commercial properties to ensure statutory obligations meet 100% compliance (target) * Significant experience managing electrical servicing, maintenance and repairs in domestic and commercial properties to ensure statutory obligations meet 100% compliance (target) * Significant experience managing Lifts, Stairlifts, Through-floor lifts, and lifting equipment. Ensuring the servicing, maintenance and repairs are undertaken in domestic and communal properties to meet statutory compliance target of 100%. * Experience managing the servicing maintenance and repair of Emergency lighting systems, Lightening protection, and communal aerial systems. * Experience of managing and mitigating significant areas of risk and advising on solutions. * Experience of managing housing building contracts and performance led activities. * Experience of owning and developing compliance ICT systems * Experience of managing and interrogating complex compliance data and production of performance reports. * Proven track record of leading and managing a technical team * Evidence of effective performance management * Demonstrable experience in delivering customer-focused services and initiatives * Experience of collaborative working with a range of external organisations, contractors and other council departments to achieve strategic objectives * Excellent written and verbal communication skills, including the ability to explain complex technical issues to members of the public. * Excellent customer care skills * Strong organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner. * Data analyst experience * Excellent IT skills. | E  D  E  E  E  E  D  E  D  E  E  E  E  E  E  E  E  D  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Special Requirements** | * Must be able to manage self and work with autonomy * Able to make difficult decisions * Analytical mindset and able to process complex data using Compliance Systems and Excel * Willingness and ability to travel across the borough and wider where necessary. * Ability to undertake physical inspections of properties sometimes where properties are dilapidated and in very poor condition. * Ability to identify key risks associated with role. * On-call for out-of-hours emergencies as part of a rota | E  E  E  E  E    E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | Yes |
| **Disclosure and Barring Service check required?** | No |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | No |
| **Does this role have emergency responsibilities?** | No |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **3** |
| Leading our People | **2** |
| Delivering for our Customers | **3** |
| Making Change Happen | **3** |
| Team and Partnership Working | **3** |
| Communicating Openly | **3** |
| Performance Management | **3** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).