

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	HRA Compliance Manager
Service Area / Team	Housing
Reports to	Housing Assets & Development Lead Manager
Grade & Annual Salary	Grade H
Politically Restricted Post	No
DBS Requirement	Basic

JOB PURPOSE
<ul style="list-style-type: none"> To be the subject matter expert, leading the compliance team ensuring that the council is compliant in all areas of the Housing Mechanical & Electrical, and Building Services Compliance primarily the key areas scrutinised by the Regulator of Social Housing. Support and manage the service delivery and performance of the Compliance Team in all applicable workstreams. To procure manage and monitor service provider performance (contractors and consultants), report findings and update systems to ensure that service programs and compliance are delivered against the required cost, quality, and time parameters making sure the Councils standing orders and procurement rules and regulations in all areas are complied with. To establish systems and processes to ensure data recording is accurate and timely facilitating performance reporting on which informed decisions can be made. Ensure and be responsible for the HRA tenant property lists for each workstream are regularly (at least monthly) reconciled by the Compliance team and action areas of non-compliance. To take steps to identify and highlight any areas of non-compliance either under the directly managed or observed in other areas of the Housing Service. Keep abreast of and advise colleagues and senior management of changes in guidance, legislation, and good practice as it relates to the service area, ensuring it is incorporated into policy and procedures. To develop and deliver effective, efficient, high-quality Mechanical & Electrical and Building Services to residents whilst delivering continuous improvement in

performance and service standards.

- To contribute to the provision of a resilient, flexible, and professional inspection and surveying function for the Housing Mechanical & Electrical and Building Services.
- To build strong and productive partnerships and mutual trust with officers and members at the Council.
- To provide clear, decisive leadership to the Compliance Team, delivering high levels of performance and ensuring delivery of effective, high-quality service to customers.
- Ensure collaborative working with all teams within Housing Assets and the wider Council to foster a one team approach.
- As part of the Housing Asset Senior Management Team play a lead role in developing the service, including offering creative solutions that continuously improve in service delivery and achieving value for money.

MAIN DUTIES AND RESPONSIBILITIES -	Frequency
Implement and manage comprehensive reporting mechanisms that enable Landlord Compliance to be carefully monitored and reported on. Ensure accuracy of and transparency of data.	Ongoing
With the support of the Compliancy Officers monitor and report on compliance standards of all Mechanical & Electrical and Building Services installations and systems to meet the specified regulatory standards within the departments workstreams.	Whenever applicable
Ensure all Contracts are Procured, delivered to time, to the best Quality and cost achievable, taking steps to address under-performance where required.	Ongoing
With the support of the Compliancy Officers, prepare work programs, specification for work, cost estimate and budgets ensuring accuracy throughout. Administer contracts appropriately ensuring value for money, valuations settlement of final accounts and correct data recording e.g. defects period and guarantees.	Ongoing. Procure when required prior to expiry of contract
Procure the Mechanical & Electrical services of expert Consultants to design, assist in the Project Management of Capital Works programs and quality assure the standard of works provided by contractors.	As and when required.
Ensure Leaseholder Section 20 works are identified and work with the Leasehold Management, work with the Councils Leaseholder Services regarding appropriate notification and service charges	As required during procurement
With the support of the Compliancy Officers work with all Resident Liaison Officers, Neighbourhood and Independent Living Officers to ensure tenants are kept apprised of planned works and the	Ongoing - As required

implications.	
With the support of the Compliancy Officers conduct Contract Meetings and site visits and document these in the form of accurate minutes, complying and agreeing Action/Improvement plan for underperforming Contracts/Contractors	As Required
Attend tenant meetings to share and explain contract proposals and input their feedback into future works.	As required
Work closely with colleagues across the Service to enable joined up approaches to work programs, product specification and the use of contractors.	Ongoing
Ensure the Councils asset management data base is updated following completion of all servicing, Risk Assessments and Capital works recording future maintenance cycles, Operating Manuals, Health & Safety Files etc.	Ongoing
Provide training to colleagues on specific areas of expertise to enable development and improvement of services. Compile a training program for the Compliance Officers to aid their personal development	Ongoing
Ensure that Contract Standing Orders and other procurement regulations are always complied with by the team.	Ongoing
To manage, oversee and coordinate the workload of the team on a day-to-day basis having regard to resources and priorities, ensuring consistency of approach and delivery of objectives.	Daily
To lead, manage, motivate, and empower all Compliance staff to effectively manage performance to meet the councils', departmental and individual objectives.	Ongoing
Develop the Compliance teams skills and knowledge by undertaking regular 1-2-1 meetings, Annual reviews and Annual Appraisals to review performance, identifying skills gaps, training opportunities, and planning appropriate career development for each team member.	Ongoing / as required
To communicate effectively at all levels, including devising and delivering reports to senior management, elected Members, stakeholders, and residents as required.	Ongoing
To represent the council at meetings when required.	As required
To prepare and deliver reports on activities and outcomes to stakeholders, Regulators including elected members and the wider council as required.	As required
Be available in the event of emergency either associated with the housing stock or its tenants or where housing plays an integral part in responding to a larger emergency.	As required

CORPORATE RESPONSIBILITIES
<ul style="list-style-type: none">• Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
<ul style="list-style-type: none">• To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
<ul style="list-style-type: none">• To actively demonstrate the values and behaviours of the council.
<ul style="list-style-type: none">• To ensure our customers are valued by taking into account their views and needs in all that we do
<ul style="list-style-type: none">• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
<ul style="list-style-type: none">• To communicate openly and honestly with colleagues, members, and customers.
<ul style="list-style-type: none">• To undergo any training necessary to be able to fulfil the requirements of the job.
<ul style="list-style-type: none">• To carry out other duties commensurate with the grade, skills, experience, and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: HRA Compliance Manager

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> Degree or equivalent in a property related discipline, either as a mechanical electrical engineer, chartered surveyor, or quantity surveyor, or relevant professional qualification with extensive experience 	✓		
	Desirable <ul style="list-style-type: none"> Management qualification NEBOSH H&S Qualification 	✓ ✓		
Experience and Knowledge	Essential <ul style="list-style-type: none"> Expert knowledge of all areas of compliance, how it is managed and reported. Expert contract knowledge in specification, management, and performance. Demonstrable experience of statutory landlord compliance and servicing programs in the social housing sector or similar operating environment In depth experience and understanding of at least one key area of compliance and a willingness to learn about others e.g. fire, legionella, gas, electric, lifts Detailed knowledge and understanding of contracting relationships, compliance, quality standards and relationship management Thorough working knowledge of building engineering services installations, defects, maintenance and servicing regimes and the identification of the most effective repair solution Demonstrable detailed knowledge of European and UK contract law Demonstrable understanding of health & safety compliance, statutory landlord obligations and industry best practice 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> ▪ Experience of direct management of property, maintenance and investment related contracts within a public sector / social housing organization or similar environment ▪ Broad demonstrable experience of managing a variety of maintenance and service contracts operating within a continuous improvement and value for money context ▪ Demonstrable knowledge of procurement procedures ▪ Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners ▪ Experience of operating MS Office software such as Microsoft Word, Excel, and Outlook. 	✓	✓	
	Desirable <ul style="list-style-type: none"> ▪ Previous experience of working in local government. ▪ Knowledge of cost contract and delegated authority in a public sector environment ▪ Experience of delivering services within the context of a dynamic and changing organisation coupled with experience of managing staff across a range of housing focused activities ▪ Previous experience of team management, coaching and motivation 	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	
Skills and Abilities	Essential <ul style="list-style-type: none"> ▪ Ability to produce, analyse and interpret complex information and present it in a meaningful and understandable way illustrating an awareness of the audience ▪ Ability to apply specialist and detailed expertise to analyse and provide solutions to service delivery issues, and to share own expertise with others to achieve organisational objectives ▪ Ability to effectively prioritise objectives, plans and activities against changing circumstances, having regard to the interests of stakeholders. 		✓ ✓ ✓	

	<ul style="list-style-type: none"> ▪ Ability to develop and maintain beneficial relationships with internal and external stakeholders ▪ Able to progress and manage projects on time and within budget. ▪ Excellent oral and written communications skills with the ability to communicate effectively with members of the public, councillors, professional bodies, and other members of staff. ▪ Written communication skills to enable the appropriate production of reports which recognise the audience for which it is intended. ▪ Excellent communication skills to ensure managers fully understand relevant strategies and are able to develop these within their service plans ▪ Excellent influencing skills ▪ Able to contribute to the work of the wider team and to work on own initiative. ▪ IT competent in spreadsheets, database management and word processing. ▪ Expert knowledge in the use and application of compliance software and the production of KPIs. ▪ Willingness to access confined space and to work at height along with occasional evening meetings or visits to residents' homes, estates, or council premises 	 ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓	
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