

## Folkestone & Hythe District Council Job Description

| JOB DETAILS                        |  |
|------------------------------------|--|
| <b>Job Title</b>                   | HRA Compliance Officer   |
| <b>Service Area / Team</b>         | Housing (Assets)   |
| <b>Reports to</b>                  | HRA Compliance Manager   |
| <b>Post Number</b>                 | TBC  |
| <b>Grade &amp; Annual Salary</b>   | Grade F (£37,204 - £42,285)<br>Grade G (£43,438 - £49,655)<br>Depending on qualifications, skills and experience |
| <b>Politically Restricted Post</b> | No   |
| <b>DBS Requirement</b>             | Basic  |

| JOB PURPOSE  |
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| <ul style="list-style-type: none"> <li>• To play an integral role as part of a team ensuring that the council is compliant in all areas of landlord health &amp; safety, primarily the key areas of Gas, Legionella, Electrical, Lifts, Asbestos and Fire Safety.</li> <li>• To procure, Contract Manage and monitor service provider performance (contractors and consultants), report findings and update systems to ensure that service programmes and compliance are delivered against the required cost, quality and time parameters.</li> <li>• Ensure data recording is accurate and timely facilitating performance reporting on which informed decisions can be made.</li> <li>• Highlight any areas of non-compliance either under the directly managed or observed in other areas of the Housing Service.</li> <li>• Interpret guidance and good practice as it relates to the service area, ensuring it is incorporated into policy and procedures.</li> <li>• To develop and deliver effective, efficient and high-quality building engineering services to residents whilst delivering continuous improvement in performance and service standards.</li> <li>• To contribute to the provision of a resilient, flexible and professional inspection and surveying function for buildings and engineering services, and the procurement of small scale works in the most cost-effective manner, ensuring compliance with legislation and standing orders in all areas.</li> <li>• To build strong and productive partnerships and mutual trust with officers and members at the Council.</li> <li>• To play a key role in developing the housing service.</li> </ul> |

| 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               |
| Manage contracts and contract standards by inspecting buildings, engineering services installations and systems, and programmes of work carried out on-site to meet the specified standards. Ensure contracts are delivered to time, quality and cost, and take steps to address under-performance where required.   | Daily / ongoing       |
| Prepare and implement work programmes, specification for works, cost estimated and budgets ensuring accuracy throughout. Procure and manage contracts either directly or using employers agents. Administer contracts appropriately ensuring value for money, valuations settlement of final accounts and correct data recording e.g. defects period and guarantees. | Daily / ongoing       |
| Ensure s20 works are identified and work with the Leasehold Management and Neighbourhood Management teams regarding appropriate notification and service charges.  | Ongoing               |
| Work with the Tenant Liaison Officer to ensure tenants are kept appraised of planned works and the implications.   | Ongoing / as required |
| Attend tenant meetings to share and explain contract proposals and input their feedback into future works.   | As required           |
| Work closely with neighbourhood officers and major works surveyors to enable a joined up approach to work programme, product specification and the use of contractors.   | Ongoing               |
| Ensure the asset management data base is updated following completion of works recording future maintenance cycles, operating manuals and material used.   | Ongoing / as required |
| Provide training to colleagues on specific areas of expertise to enable development and improvement of services.   | 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           |
| Monitor and action correspondence received in the electrical and asbestos compliance mailboxes and trackers and registers.   | Ongoing / as required |

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| Undertake pre and post inspections.  | Ongoing / as required |
| Chair and administer the required contract/operations meetings, ensuring invites are sent out to all parties, agenda items are requested and sent, accurate minutes are taken, action tracker is written up and any action points are followed up. | Ongoing / as required |

## **CORPORATE RESPONSIBILITIES**

- 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.
- 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.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- 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 Officer

| 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. <b>If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.</b> |  |                     |           |      |
| Factors   | Criteria   | Means of Assessment |           |      |
|   |  | Application         | Interview | Test |
| Qualifications  | <b>Essential</b> <ul style="list-style-type: none"> <li>Compliance, Building or Surveying level 4 qualification – HNC, HND or equivalent or working towards</li> <li>Current P405 Asbestos Management qualification</li> </ul>       | ✓                   |           |      |
|   | <b>Desirable</b> <ul style="list-style-type: none"> <li>Professional qualification in a property related discipline, either as a mechanical electrical engineer, chartered surveyor or quantity surveyor</li> </ul>                  | ✓                   |           |      |
| Experience and Knowledge  | <b>Essential</b> <ul style="list-style-type: none"> <li>Demonstrable experience of statutory landlord compliance and servicing programmes in the social housing sector or similar operating environment</li> </ul>                   | ✓                   | ✓         |      |
|   | <ul style="list-style-type: none"> <li>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</li> </ul>                   | ✓                   | ✓         |      |
|   | <ul style="list-style-type: none"> <li>Detailed knowledge and understanding of contracting relationships, compliance, quality standards and relationship management</li> </ul>   | ✓                   | ✓         |      |
|   | <ul style="list-style-type: none"> <li>Thorough working knowledge of building engineering services installations, defects, maintenance and servicing regimes and the identification of the most effective repair solution</li> </ul> | ✓                   | ✓         |      |
|   | <ul style="list-style-type: none"> <li>Demonstrable knowledge of European and UK contract law</li> </ul>   | ✓                   | ✓         |      |
|   | <ul style="list-style-type: none"> <li>Demonstrable understanding of health &amp; safety compliance, statutory landlord obligations and industry best practice</li> </ul>  | ✓                   | ✓         |      |

|                             |  |             |                                |  |
|-----------------------------|--|-------------|--------------------------------|--|
|                             | <ul style="list-style-type: none"> <li>• Experience of direct management of property, maintenance and investment related contracts within a public sector / social housing organization or similar environment</li> <li>• Broad demonstrable experience of managing a variety of maintenance and service contracts operating within a continuous improvement and value for money context</li> <li>• Demonstrable knowledge of procurement procedures</li> <li>• Demonstrate knowledge of financial management of contracts</li> <li>• Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners</li> <li>• Excellent experience of operating MS Office software such as Microsoft Word, Excel and Outlook.</li> </ul>   | ✓           | ✓                              |  |
|                             | <b>Desirable</b> <ul style="list-style-type: none"> <li>• Previous experience of working in local government.</li> <li>• Knowledge of cost contract and delegated authority in a public sector environment</li> <li>• 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</li> </ul>  | ✓<br>✓<br>✓ | ✓<br>✓<br>✓                    |  |
| <b>Skills and Abilities</b> | <b>Essential</b> <ul style="list-style-type: none"> <li>• Ability to produce, analyse and interpret complex information and present it in a meaningful and understandable way illustrating an awareness of the audience</li> <li>• 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</li> <li>• Ability to effectively prioritise objectives, plans and activities against changing circumstances, having regard to the interests of stakeholders within a fast-paced environment</li> <li>• Ability to develop and maintain beneficial relationships with internal and external stakeholders</li> <li>• Ability to progress and manage projects on time and within budget.</li> <li>• Excellent oral and written communications skills with the ability to communicate effectively with a range of audiences, including members of the public, councillors, professional bodies and other members of staff. The ability to produce written reports</li> </ul> | ✓           | ✓<br>✓<br><br>✓<br>✓<br>✓<br>✓ |  |

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|--|---|--|------------------|--|
|  | <p>that recognise the audience for which it is intended, and communicate effectively with managers to ensure relevant strategies are developed within their service plans</p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and influencing skills.</li> <li>• Able to contribute to the work of the wider team and to work on own initiative.</li> <li>• IT competent in spreadsheets, database management and word processing.</li> <li>• Willingness to access confined space and to work at height along with occasional evening meetings or visits to residents homes, estates or council premises</li> </ul> |  | ✓<br>✓<br>✓<br>✓ |  |
|--|---|--|------------------|--|