**WOKING BOROUGH COUNCIL JOB PROFILE**

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|  | **Job Description** |
| **Job Title:** | **Housing Compliance Officer** |
| **Pay Grade:** | **W4** |
| **Directorate:** | **Communities** |
| **Team:** | **Housing Assets** |
| **Reporting to:** | **Housing Contracts and Compliance Manager** |

**Budgetary Responsibilities:**

* **Staff – N/A**
* **Other Direct – N/A**
* **Other Indirect – N/A Total N/A**

**Job Purpose:**

Work collaboratively with service managers, peers, contractors and customers providing a one team, customer centric approach to service delivery. Ensure the highest levels of compliance are consistently achieved in respect of all areas of Landlord Compliance (Gas, Asbestos, Electrical, Legionella, Fire Risk Assessments, Lifts, Fire Alarms, firefighting equipment, lightening protection, fall arrest systems).

* Work with the various approved appointed contractors to ensure legislation and regulation requirements are met.

* Own and be responsible for the development, management and monitoring of the KPI compliance dashboard.

* Ensure that our residents receive an excellent and responsive customer experience and service.

* Provide an excellent and responsive customer experience and service including all relevant communications necessary when undertaking this role.

VT 19.9.25

**Main Tasks:**

1. Assist the Housing Contracts and Compliance Manager in ensuring that all WBC Housing properties are maintained in according to legislative requirements in terms of statutory servicing and repairs.
2. Undertake the compliance servicing in line with WBC’s compliance policies and procedures.
3. Be part of a review panel responsible for reviewing and updating key compliance rated polices.
4. Create and manage suitable databases for all housing related compliance data and manage the data responsibly and report concerns proactively as and when they may arise.
5. Be responsible for managing all aspects of non-access process working in conjunction with Legal services including producing all necessary correspondence and legal statements/evidence for court.
6. Provide customers with a professional and friendly service while managing resident expectations.
7. To build and maintain strong working relationships with the Council’s appointed contractors, consultants and other internal and external departments.
8. Attend contractor meetings and oversee the implementation of servicing, repairs and any technical recommendations form audits.
9. Working with the Housing Contracts and Compliance Manager to assist in the production of monthly compliance reports for submission to the Head of Housing Assets.
10. Oversee audits relative to service area, respond to audit management actions as required.
11. Ensure that we have up to date and comprehensive information on testing, inspecting, risk assessment and servicing.
12. Liaise regular with the Housing System Data Team to ensure the compliance system databases are populated with the updated property list via the Housing system data base to eliminate missing data.
13. Produce compliance performance data via the compliance system for contractor performance reviews and Senior Management reporting.
14. Overview and save/ record relevant service and compliance documentation from compliance contractors.
15. Liaise with other teams to ensure co-ordination and action of compliance activities as required.
16. Monitor the contractors access attempts on the relevant databases, liaising with housing to pursue legal action as appropriate in line with WBC compliance policies and procedures.
17. Act as a key point of contact for compliance related enquiries.
18. Undertake regular awareness training across all compliance risks.
19. Extract all relevant data from H&S / O&M files received from new developments for the data system team to upload on to the compliance and repairs systems.
20. Identify personal training needs and attend training and development courses as and when required.

**People Management: N/A**

**Service Management: N/A**

**Financial Responsibility: N/A**

**Other Responsibilities:**

To carry out any other reasonable duties in line with post as required by the Housing Building Safety and Compliance Manager.

**Person Specification Key:**

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation T= Test

Please list as required.

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| **Criteria** | **Standard** | **E/D** | **Measure** |
| **Education & training** | * HNC or equivalent qualification or extensive experience in housing compliance or similar field * Level 4 Diploma in Asset and Building Management Compliance or commitment to work towards this qualification * Extensive knowledge regarding compliance matters relevant to the social housing sector | E      E      E | A      A      A |

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| **Experience** |  | Significant experience of working in a similar role within housing.  Management of asset data and data interrogation.  Experience of managing housing compliance risk.  Knowledge and experience in working within a local government housing service or Registered Provider (i.e. housing association) in a similar role.    Exceptional standards of customer care and the ability to deliver accurate and clear communications, especially on a face to face basis  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.  Experience of working with Elected Members.  Excellent written and verbal communication skills, including the ability to explain complex legal and technical issues to members of the public.  Proven ability to Promote a positive health and safety culture.  Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner.  Able to work collaboratively with colleagues to meet the needs and priorities of the Asset Management Team.  Build and maintain effective working relationships with Contractors, resident groups, consultants, stakeholders and internal departments at all levels. Excellent IT skills. | E    D      E      E    E        D    E        E      E      E      E    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 |
| **Special**  **Requirements** | •  •  •  •  •  • | Willingness and ability to travel across the borough and wider where necessary.  Occasional requirement to work outside normal office hours (including early morning or evening working)  Occasional requirement to attend external meetings.  Commitment to implement and promote the Council’s Diversity Policy.  Full clean driving licence to be able to drive Council vehicles.  Use of a vehicle for undertaking visits. | E  D  D  E  E  E | A/I    A/I      A/I    A/I    A/I  A/I |

**Candidate Screening**

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

**Role Map**

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