






Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Compliance Officer Electrical
Service:	Housing Operations
Team:	Property Services Team
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	M&E Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
Professionalism 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To manage the domestic and commercial Electrical Compliance works inclusive of remedial and supporting the M&E Manager with capital works to ensure compliance in line with the regulations and council policy.
- To manage information relating to Electrical contracts to ensure that the Council meets its Health and Safety Legal Requirements. The post holder will ensure that all data received by the Council is correctly recorded and stored in a timely manner to ensure that the performance of key contracts is monitored, and any issues are escalated to the M&E Manager without delay.
- Ensure that robust, accurate and well-maintained systems, processes and records are in place for all aspects of compliance for Electrical maintenance.
- To ensure that the Council homes and common areas meet all required regulatory standards and internal policies to ensure the safety of our tenants and members of the public, through the planning control and delivery of periodic testing, servicing, maintenance and upgrade programmes of work.
- Facilitate the day to day contract administration, communicating and meeting regularly with contractors to ensure they complete works to a high quality and deliver a cost effective service.
- Deputise for the M&E Manager when required to ensure prompt decision making and the smooth running of the team.
- To implement non-access processes and see through to completion.
- Co-ordinating with other relevant Officers and departments where necessary.
- Manage the domestic and commercial passenger lift contracts.
- Manage any future electrical works that sit out side the current electrical contract.

MAIN DUTIES AND ACCOUNTABILITIES

Operational Duties

- To manage the Electrical Service, Maintenance and Capital works.
- Manage the administration of the Electrical servicing contract, duties to include ensuring an up-to-date record is kept for all properties within the stock with electrical installations. The post holder will liaise with the contractor to ensure access and arrange for the service of a Notice of Seeking Possession where the Council will be in breach of regulations if Electrical safety checks are not carried out.
- Act as first point of contact for Electrical compliance related incidents, completing initial risk assessments of circumstances taking into consideration the severity of potential risk and harm, making decisions and actions to mitigate risk and liability to the Council.
- Ensure that all required testing, servicing and inspection regimes are undertaken on time and in line with regulations and Council policy.

- Oversee the completion of a programme of audits to give the Council assurance that works ordered and completed meet expected standards in terms of both quality and provide value for money.
- Ensure that maintenance and remedial works are delivered to the highest levels of health and safety standards.
- Assist M&E Manager with procurement required in line with the Council's Contract Procurement Rules and Financial Regulations.
- Complete all Section 20 leasehold consultation requirements as required.
- Produce regular management information reports and KPI data to inform on performance and identify areas for service improvement.
- Ensure that all compliance records and management systems are current and updated, ensuring adherence with data protection and GDPR requirements.
- Work with Legal and Housing Management colleagues to utilise available powers to gain entry to difficult to access homes to complete essential inspection and/or works. This may involve making applications to and attendance at County or Magistrates Courts to give evidence.
- Ensure that all compliance policies and processes are adhered to, working with the Compliance Manager to ensure they are reflective of our statutory regulations and are focused on the provision of continuous improvement to ensure the safety and security of our resident's homes.
- Attend meetings to represent the Council as required.
- Ensure that all received electrical certificates adhere are legally compliant.
- Manage the domestic and commercial stair and passenger lift contracts.
- Manage the Smoke Alarm hard wired LD2 systems installation works (to replace existing battery operated systems).
- Manage the Carbon Monoxide Alarm hard wired installation works (to replace existing battery operated alarms).
- Manage the electrical heating Service, Maintenance and Installation contract.
- Lead on various project works such as renewables and fire alarm upgrades/installations.
- Lead on the procurement of door entry systems through to mobilization and completion of works.

Contract Management

- Contract Manage the Electrical contractor, monitoring budgets against spend, performance management, contract delivery and progression and supervisory activities and to include the oversight of health and safety adherence.
- Chair monthly operational meetings ensuring effective minutes and KPI information are completed.
- Monitor contractual terms and conditions for the projects responsible for and where issues arise escalate these to the M&E Manager as necessary.

- Day-to-day contact for contractors, working in partnership to ensure works are appropriately resourced, scheduled and communicated.

Team Work and Communication

- Work in tandem with fellow Compliance and M&E Officers and Support Administrators to ensure resilience and continuity of the compliance work streams.
- Work in partnership with contractors, colleagues (from Property Services and the wider Housing and Corporate services) to take a holistic approach to service delivery.
- Research and provide information and background details for the M&E Manager to enable responses to complaints received in line with corporate timelines.
- Provide or seek technical advice and support to colleagues within Property Service Team and the wider Council.
- Liaise with residents undergoing works in their homes to provide information, dealing with their needs sensitively, explaining technical plans or specifications to a non-technical audience.

Finance and Budgets

- Assist with budgetary control for contracts that you are responsible for.
- Raise and authorise works up to the delegated authority of the postholder.
- Audit contractor specifications against works ordered to ensure works are necessary and represent value for money, challenging and querying inconsistencies or errors.
- Review and validate variation orders, payment applications and invoices received with the agreed contractual terms.
- Provide information to the M&E Manager or Operations Manager as required to for budgeting and business planning purposes.
- Ensure projects are delivered to the required quality, budget and timescales. Identify budget variances and work with the M&E Manager to resolve potential overspend or identify areas for efficiency savings.

Customer Service

- Corporate – Deliver excellent service to customers in line with published service standards.
- Self-Motivation - A positive commitment to the service provided and an ability to exercise wide discretion and initiative over a very broad area of activity, with little access to others.
- Customer Focus - A positive attitude in dealing with all customers and a commitment to improving services to tenants and leaseholders
- Equality & Diversity – Actively promote the Council's Equality and Diversity policy in all aspects of your duties.

- Safeguarding – Adhere to effective safeguarding practice for vulnerable adults and children in accordance with the Council’s policies, guidance, and protocol.
- Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to and encouraged to meet their full potential y working in a non-threatening environment free of harassment and/or bullying.
- Data Protection (GDPR) – Ensure that the principle of confidentiality and the requirements of the Data Protection Act (and future GDPR requirements) are fully applied to the work of your service area.
- Information Sharing – Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies.

Service Development and Improvement

- Contribute to service development plan and provide innovative solutions to improve services.
- A positive commitment to the service provided and an ability to exercise wide discretion and initiative over a very broad area of activity.
- Participate in case reviews to find solutions, agree the escalation of cases and ensure that lessons learnt from cases are disseminated and embedded into Councils procedures where appropriate.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24-hour window.

Health and Safety

- Comply with all Health and Safety legislation for your area of work, ensuring that plans are prepared and adhered to, and risks are identified, managed and monitored as required.
- Understand the client and contractor roles under the Construction (Design and Management) Regulations 2015.
- Have an understanding of the Control of Asbestos Regulations 2012 and ensure compliance with Council’s Asbestos policies and procedures – both for yourself, your team and contractors/suppliers.

DIMENSIONS OF THE ROLE

- Electrical Safety Checks completed annually - domestic circa 4800.
- Electrical Safety Checks completed annually – communal lighting.
- Electrical remedials.
- Assist M&E Manager with electrical capital works projects.

- Managing service and maintenance of commercial Electrical heating and hot water systems.
- Assisting with other Electrical related capital projects with the M&E Manager.
- Lift Services completed (stair/passenger) completed annually – circa 100.
- Annual number of meetings to attend or chair – minimum 24 per annum.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Develop a strong understanding of the contracts you have responsibility for including budgetary oversight.
- Develop knowledge of the Councils key Compliance Policies and Procedures
- Manage and oversee work orders for cyclical inspections and remedial or upgrade works, under the supervision of the M&E Manager
- Achieve agreed objectives set with the M&E Manager, with measurable success indicators.

PLANNING/ORGANISING/CONTROLLING

- Provision of technical advice and expertise for all enquiries to do with the Compliance areas you are responsible for, in order to assist with solving problems by implementing action plans which will minimise risk and liability for the Council.
 - Assist M&E Manager with regards to budget control which could exceed £2m per annum – by ensuring spend is within set budgets, early escalation of any potential overspends or efficiency savings.
 - Approval of works applications, variations and invoice payments up to the delegated authority attributed to the postholder.
 - Lead of the production of court packs to be sent to Legal and/or giving evidence at court.
 - Assist M&E Manager to effectively deal with underperforming contracts.
 - Provide information to the M&E Manager to respond to complaints or Council Member enquiries.
 - Accountability to plan, co-ordinate and deliver contracts responsible for, ensuring priorities are determined and ensuring compliance with corporate targets and regulatory landlord obligations.
- Work in partnership with contractors to build strong effective relationships to ensure that works provide the best outcomes for the Council and our tenants.

CUSTOMERS AND CONTACTS

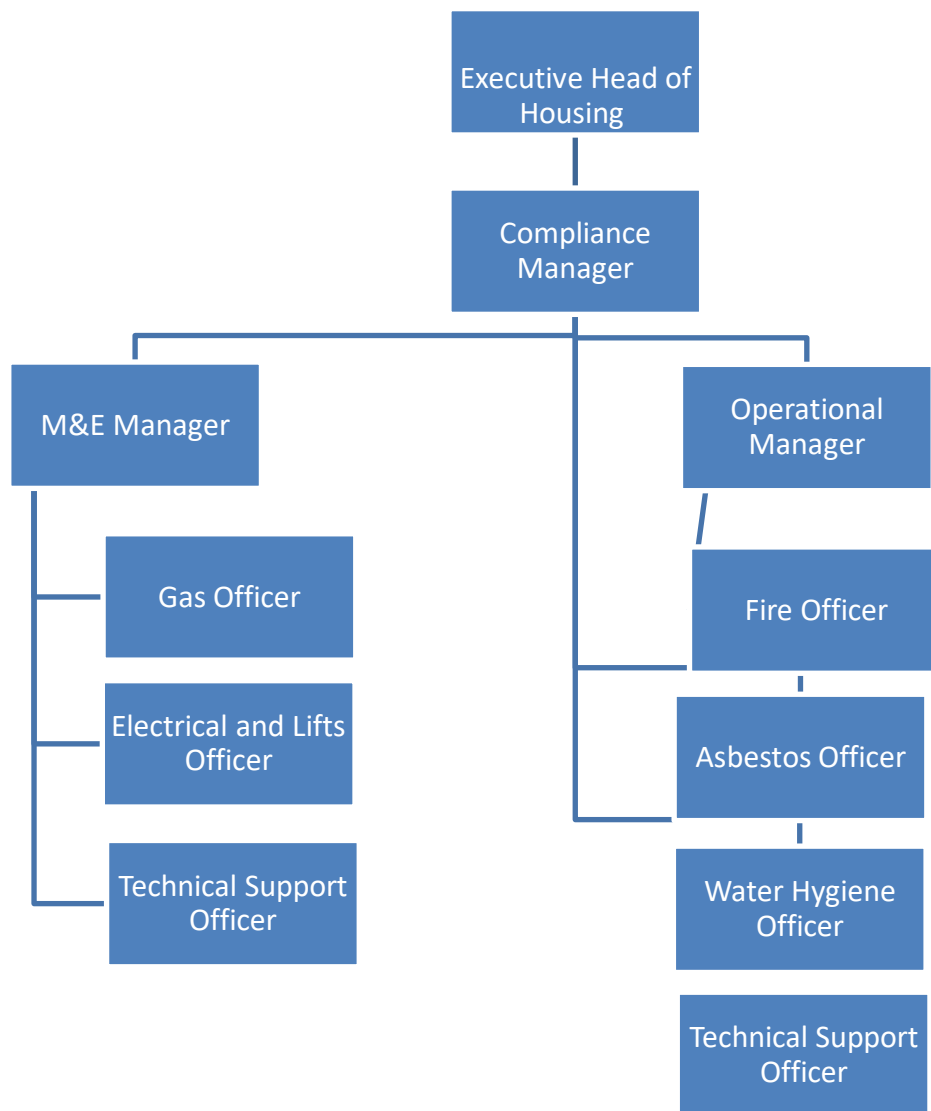
INTERNAL

- All staff including Management Board, Executive Members including the portfolio holder for Housing Services and Ward Members

EXTERNAL

- Contractors, suppliers, service providers, tenant and resident groups, partnering agencies, leaseholders and members of the public.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Evidence of working in a compliance or building maintenance environment.	A	Member of recognized professional body – or working towards membership	A
	Experience dealing with compliance related issues	A/I/C	Industry recognised qualification in one or more of the relevant Compliance fields or equivalent knowledge gained from experience	
		C	Evidence of Electrical Safety Awareness in Social Housing	A
KNOWLEDGE /TECHNICAL SKILLS	Broad knowledge of housing operational services and a strong appreciation of associated legislation, planning and control of programmes of works	I	Experience of working in social housing	I
	Experience working and liaising with contractors and contract management to ensure service delivery	I	Experience of public sector procurement	I
	A strong eye for detail and an emphasis on precision, accuracy and record keeping.	I	A technical awareness of compliance areas (including health and safety) knowledge of legislative requirements, regulations and best practice within the sector	I

	Experience in report writing and translating complex issues into workable solutions for front-line staff and for recommendations to management.	I	Knowledge of section 20 process leaseholder consultation.	I
	Well developed IT skills with knowledge of Microsoft Office and Data base systems	I	Budgetary management experience and cost control.	I
COMMUNICATION	Demonstrates a wide range of communication methods most effective for the situation and individual needs.	I	Ability to negotiate with others to reach mutually beneficial outcomes, and can evidence successful outcomes	I
	Can explain technical or complex information to a non technical audience	I	Experience of producing reports in a variety of formats to be presented at operational, corporate or strategic levels.	I
			Can explain technical or complex information to a non technical audience	I
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I	Experience of managing complaints	I
	Accurate spoken English is essential for the post	I		
	Demonstrate the ability to obtain and analyse customer feedback to facilitate an ethos of continuous service improvement	I		
TEAM WORKING	Demonstrate effective team	I	Experienced at utilizing resources	I

	working through the successful delivery of projects and goals		to ensure that service is delivered in efficient and effective ways to meet goals and targets.	
	Ability to share technical expertise and feedback with the wider Council teams and partners	I		
MANAGING SELF AND OTHERS	Ability to make effective decisions ensuring that all considerations are taken into account	I	Ability to take control of situations, providing the communication and assurance that decisions made are considered, risk assessed and are in the Councils best interests	I
		I	Experience of managing contractors to ensure that the needs of the organisation and customer are achieved	
CAN DO APPROACH / ACHIEVING RESULTS	Demonstrate commitment to delivering high quality results	I		
	An ability to bring forward solutions not problems	I		
	Evidence of flexibility adaptability and responsiveness to changing needs and circumstances	I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A	Use of a car during working hours	A
	Full and valid driving licence	A	Ability to undertake survey activities including entering	A

			roof spaces or climbing ladders.	
	Able to carry out site visits when required	A	Occasional attendance at meetings outside normal working hours	A

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

A = Application CV/Personal Statement
C = Certificates/professional Registration
D = DBS police check
E = Exercise
I = Interview
M = Medical assessment

For Official Use only			
Job title:	Compliance Officer – Electrical Safety	Post no:	
Service:	Housing Operations	JE score:	342
Team:	Compliance/Property Services	Pay band:	6
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	3	
	Customer Service:	3	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results:	3	
REVIEWED BY:	Housing Operations Manager	DATE:	April 2023
CHECKED IN:		DATE:	
LAST UPDATED:		DATE:	