


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Compliance Officer	
Department	Asset Management	
Reports to	Building Services Manager	
Grade:	6	

Purpose of Job

To be responsible for the management and administration of the Association's compliance performance framework.

Main duties and responsibilities

- 1.1 To manage the Association's annual gas servicing programme achieving compliance with policy and reporting to senior technical staff and appointed contractors actions needed to meet performance standards.
- 1.2 To manage the quarterly Legionella and Water Hygiene risk assessments programme conducted by contractors, ensuring that: all assessments and records of flushing regimes and temperatures are kept updated; contractors and Building Services Manager are advised of actions required to meet agreed standards.
- 1.3 To manage the Association's fixed wiring electrical testing and portable appliance testing programme, achieving compliance with policy and reporting to the Building Services Manager, liaising with appropriate contractors to manage programming and performance.
- 1.4 To support the Building Services Manager in the compilation of historic data for tender and other purposes, assist in liaising with the appointed procurement organisation and compiling recommendations on procurement to senior staff and Committee.
- 1.5 To review Energy Performance Certificates ensuring consistency of results, update the EPC register and ensure Certificates are provided.
- 1.6 To ensure the asbestos registers are kept updated and reviewed. Liaison with consultants engaged to carry out surveys and recording the status of any remedial works required.
- 1.7 To keep register of passenger lifts, stair lifts and patient lifting equipment up to date, appropriate certification is received from contractors, remedial works are carried out and recorded. To monitor lift contractor performance and organise lift quality audits on a percentage of installations by a consultant.
- 1.8 To establish and maintain a register of the condition of glazing in communal areas and any works carried out to this glazing to be recorded.

- 1.9 To monitor and maintain records of the progress of works required to achieve and maintain SHQS compliance and EESSH compliance in 2020.
- 1.10 Internal liaison with other departments of the Association and external liaison with contractors, Councils, Scottish Government and similar organisations.
- 1.11 To arrange service and maintenance contracts instructed by senior and technical staff.
- 1.12 Maintain records consistent with the generation of Key Performance Indicators (KPIs). Providing KPI reports when requested.
- 1.13 To monitor contractors' performance and collate statistical performance information and producing reports as necessary for senior staff. To monitor and maintain up-to-date records of approved contractors, arranging for technical staff to undertake monitoring reports as required.
- 1.14 To perform quality assurance checks in order to ensure accurate and appropriate delivery of compliance management activities
- 1.15 To assist and share knowledge and experience with colleagues as required.
- 1.16 To undertake any other delegated by the Building Services Manager.

Supporting Duties

- 1.17 To consider health and safety requirements related to works, instructing contractors where required, obtaining risk assessments and method statements for review by technical staff; act on reports from staff and residents on contractors' health and safety management, record and refer to technical staff for investigation.
- 1.18 To be aware of the Association's asbestos register and consult as required when issuing works, advising contractors as appropriate and seeking plans of work where required.
- 1.19 To ensure that the Association's fire risk assessments are maintained and up to date, including liaising with the Planned Maintenance Manager to advise on action required. To ensure Maintenance Agreements are in place for fire-fighting equipment, fire alarms, smoke detectors, sprinkler systems and dry risers and that any remedial works required are actioned .

Involvement with Others

- 2.1 The post involves working with employees of the Association and the organisations and also with users of the Association's services.

Working Relationships

The list below provides an outline of relationships:

Internal

- Property Customer Services Assistants, Contact Centre Supervisor.
- Technical staff in Asset Management, namely Maintenance Officers, Building Services Manager and Building Services Officers, Contracts Supervisor, Planned Maintenance Manager.
- Sheltered and Very Sheltered Housing Managers and other equivalent managers of services, staff at Area Offices.
- Staff of the Association's other departments.

External

- Residents and persons acting on their behalf.
- Contractors.
- Staff of local and national government

Job context and other relevant information. The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: Compliance Officer

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> • Good listening skills and ability to establish the purpose and detail of exchanged information, particularly via telephone. 	Essential
<ul style="list-style-type: none"> • Good interpersonal and staff management/leadership skills to ensure that staff teams are well managed and motivated, being competent to achieve required standards of performance. 	Essential
<ul style="list-style-type: none"> • Ability to plan, prioritize and coordinate resources to deliver services, resolving operational issues on own initiative. 	Essential
<ul style="list-style-type: none"> • Sound understanding of the principles and practice for administering reactive and programmed property maintenance. 	Essential
<ul style="list-style-type: none"> • Sound understanding of and ability to apply quality assurance and performance monitoring techniques. 	Essential
<ul style="list-style-type: none"> • Knowledge of and ability to apply budget preparation together with expenditure monitoring and reporting. 	Essential
<ul style="list-style-type: none"> • Skill to manage, develop and integrate data management systems (electronic and paper based) to ensure records are maintained and reports for kpi and other purposes readily available. 	Essential
<ul style="list-style-type: none"> • Good understanding of or ability to apply health and safety management duties in respect of workplace, contracts and maintenance programmes. 	Desirable
<ul style="list-style-type: none"> • Basic understanding of the law of contract and ability to draft routine service and maintenance contracts 	Desirable
<ul style="list-style-type: none"> • Good liaison skills to ensure that the Association maintains required standard of relationship with contractors and other internal/external parties. 	Essential
<ul style="list-style-type: none"> • Understanding and application of customer service standards to all operations. 	Essential
<ul style="list-style-type: none"> • Competent user of Microsoft or equivalent word processing, spreadsheet and email applications. 	Essential
<ul style="list-style-type: none"> • Able to research and compile routine management reports. 	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> • Two years experience of applying the skills and knowledge noted above. 	Essential

<ul style="list-style-type: none"> • One year's experience of managing successfully a staff team providing administrative and support services. 	Desirable
<ul style="list-style-type: none"> • Experience preferably gained in a property or facilities management service. 	Desirable

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Higher or equivalent standard of education. 	Essential

4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> • No additional information 	

5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential
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