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| **Job Description** | | | |
| Job title: | **Compliance Officer** | Location: | Liverpool or Congleton with occasional travel across all locations |
| Responsible for: | N/A | Responsible to: | Compliance Manager |

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| **Overview of the role** | |
| The overall purpose of the Compliance Officer is to support the Compliance Manager to deliver  a first-class Building Safety and Compliance service, ensuring Plus Dane’s housing and office accommodation are safe and meet legal requirements.  To successfully manage a small number of contracts to complete statutory and non-statutory risk assessments, services, inspections and testing programmes. The Compliance Officer will be the main point of contact for the day-to-day operational delivery and will need to work closely with key internal and external stakeholders to deliver the service effectively.  To provide performance management information and assurance relating to servicing contracts, highlighting to the Compliance Manager any necessary action to guarantee all requirements are met.  To monitor, input and maintain the asset management system to ensure accurate data and key information is up to date and readily available for all servicing contracts. | |
| **Main responsibilities and accountabilities** | |
| * To plan, monitor and control allocated contracts (in-house and external) for Building Safety and Compliance works throughout the organisation, within agreed budgets, quality standards and targets. * To provide technical support and advice in relation to regulatory requirements around Building Safety and Compliance. * To undertake day-to-day supervision of contractors engaged in the delivery of the   allocated compliance contracts.   * To ensure all servicing commitments are raised in Plus Dane’s finance systems and   invoices are logged for approval or queried promptly to maintain good budgetary control.   * To organise and attend regular/contract management meetings with contractors, providing performance information to assess ongoing contract performance and best practice whilst taking comprehensive meeting notes. * To scrutinise certification and reports issued by contractors, ensuring any remedial actions   are monitored and delivered effectively within budget constraints.   * To upload details and findings from inspection reports and certificates onto the   Plus Dane’s asset management system.   * To facilitate access to properties for essential service or inspection work to be completed, liaising with key stakeholders where required. * To keep abreast of legislative changes that may affect the organisations compliance   requirements and undertake any training required to ensure adequate competence.   * To assist in the procurement of servicing contracts to ensure Plus Dane achieves the best value and high-quality services using frameworks or competitive tendering as appropriate. * To manage a programme of audits and present the results in a format to support the Compliance Manager in reporting assurance that performance targets are being met. * To work with the Health and Safety team to ensure that office accommodation is a safe working environment. * To respond to staff or customer queries and complaints about servicing contracts. * Carry out all other duties as may be reasonably assigned from time to time, with the level of this job description. | |
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| **Key contacts** | |
| The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below. | |
| Key internal contacts are:   * Compliance Manager * Senior Compliance Officer * Other Compliance Team members * Gas Team * Electrical Team * Communities Teams | Key external contacts are:   * Contractors * Consultants * Health & Safety Executive * Fire and Rescue Service |

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| **Person Specification** | | |
| Job title: | **Compliance Officer** | |
| **Area** | **Requirements (Essential (E) or Desirable (D))** |
| Education | NVQ level 3 or an equivalent qualification and/or relevant experience (E)  Relevant Building Safety and Compliance training or relevant experience in Fire Safety, Asbestos, Gas Safety, Electrical Safety, Water Hygiene, Lift Safety (E) |
| Experience & knowledge | Has experience of:   * Administering building services or maintenance contracts (E) * Raising orders on a finance system (D) * Budget monitoring and cost control (E) * Maintaining comprehensive and accurate records (E) * Prioritising workload, time management and dealing with conflicting priorities (E) * Manipulating data to be able to design and produce reports (E)   Has knowledge of:   * Health and Safety legislation and responsibilities (E) * CDM legislation (D) * General IT systems and applications including Microsoft Word, Excel, PowerPoint, databases and document management systems (E) * General office procedures (E) |
| Personal qualities | Able to:   * Build relationships with internal and external contractors * Provide excellent customer service, ability to manage customer expectations within financial targets * Lead the delivery of operational services * Represent and promote Plus Dane’s behaviours and values * Influence others * Confidently make decisions * Work to performance targets   Has:   * High personal integrity and a strong focus on personal accountability to deliver effective outcomes * Excellent communication skills * Excellent written, verbal and numerical skills   Is:   * Self-motivated * Performance driven * Customer focused |

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.