

Role Profile

Job Title:	Property Services Compliance Officer	Reporting to:	Head of Property Services/ Compliance Lead
Directorate:	Operations Department	Location:	The Gateway, 89 Sankey Street

Purpose of the role:

To support the Compliance team in ensuring our organisation complies all Landlord regulatory and legislative requirements which keep our customers. residents and the public safe and secure in their homes and surrounding environment.

You will be the responsible for supporting the Compliance Lead in areas such as Inspection and testing, procurement, budget setting, and delivery of statutory compliance requirements across WHA' property portfolio. These will include the likes of:

- Asbestos safety
- Electrical Safety
- Gas Safety
- Water Safety
- Fire Safety
- Lifts and hoists
- Damp mould and condensation.

You will:

- Provide clear, positive guidance and support within the organisation that ensures targets are achieved and maintained.
- Understand and mitigate the company's existing and future risks regarding compliance.
- Support and champion our organisational approach to compliance.
- Support and drive value for money through the works undertaken.
- Champion and drive a culture of continuous improvement, positive engagement, and respect.
- Challenge business approaches/ standards which are ineffective/ out of date and take the organisation forward in improving services.
- Ensure the highest standard of customer excellence.
- Implement and embed new working practices that enhance the services and the customer experience.
- Ensure our asset and compliance data is accurate, kept up to date, with clear audit trails and evidence of action taken within our IT/ software systems.
- Work closely with colleagues, partners, and contractors etc. to ensure a collaborative approach is taken in delivering services whilst being open, honest, fair, and respectful.
- Be committed to the organisations principles, vision, and values.

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Key accountabilities and job content:

Property/ Compliance

- Undertake appropriate contractor quality inspections ensuring standards of work meets those set by WHA or a regulatory body.
- Review compliance certification ensuring it meets the required standard.
- Implement a programme of audits across WHA' property portfolio, record and address any corrective actions in a timely manner.
- Ensure that our systems are kept up to date with appropriate certification.
- Undertake appropriate inspections and testing where deemed competent to do so, E.G Fire alarm weekly testing.
- Undertake Fire Door inspections – Training will be provided if appropriate.
- Ensure organisation policies, procedures/ standards are implemented/ adhered to.
- Support the Property Team in managing performance against targets and take appropriate and timely action to address.
- Work with and resolve any queries, complaints arising from customers, external agencies such as the Environment Agency, Local Authorities, Public Utility Companies etc.
- Ensure all certificates are received promptly, quality checked and validated. Raise any remedial work required and ensure this is completed promptly and any follow up to ensure satisfactory certificates are obtained.
- Manage a programme of 3rd party quality assurance services which provide organisational assurance.
- Contribute to the development of our approach to improve the sustainability of our homes in achieving our zero carbon targets.
- Actively contribute to the organisation's continual improvement approach to services we provide across WHA.
- Keep up to date with current legislation and best practice to inform policies, procedures, and standards.
- Support the property services team by participating in an out of hours rota for emergency calls.

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- Support the void team in creating and providing relevant customer compliance handover packs.

People

- Providing positive leadership, management, motivation, and support whilst delivering your compliance responsibilities.
- Ensure colleagues have a clear understanding of business performance, objectives, and targets.
- Ensure the highest standard of conduct and behaviour are demonstrated and take responsibility for performance.
- Implement and embedding new working practices which enhance services and the customers experience.
- Where appropriate, actively engage and support colleagues outside of the Property Services team.
- Build positive working relationships with colleagues, customers, residents, suppliers, and contractors.

Finance & Procurement

- Assist in the development of operational budgets across services responsible for.
- Support the delivery of services within approved budget parameters.
- Ensure that Financial Regulations and Standing Orders are always adhered to.
- Support the procurement/ commissioning of contractors to conduct compliance related work.
- Assist in maintaining an up-to-date supplier list/ contractor information, ensuring all suppliers and contractors have appropriate and up to date insurance, qualifications and accreditations required.
- Approve contractor invoices in line with financial standing orders.

Role Profile

Reporting

- Assist and support the Compliance Lead in undertaking regular data validation/ reconciliation exercises in our systems and with our contractors to ensure data quality is maintained.
- Assist in the production of regular performance information for servicing, inspection, and maintenance.

IT Systems

- Require a full understanding and use of appropriate company systems. Training will be provided where necessary.
- Update systems with accurate/ quality-based data/ certification in a timely manner to maintain 100% compliance.

Qualifications – Essential

- Relevant building qualification/ similar trade qualification or equivalent
- Qualifications or training in key compliance area
- Be willing to work toward an appropriate Level 3 qualification in compliance

Knowledge, skills, and experience:

Essential

- A commitment to putting Safety First.
- A thorough working knowledge of regulatory and legislative requirements for Landlord compliance as detailed above.
- Experience of managing programmes, undertaking inspections, and ~~and~~ managing suppliers and contractors to deliver on time and on budget to the right standard.
- Experience of collection, validation, storage, analysis, and reporting of business data.
- Proficient in the use of IT, housing/ asset-based systems, and Microsoft packages, including word, excel, outlook, teams, SharePoint.
- Experience of working in a customer-oriented environment with a positive attitude to towards resolving customer queries and complaints.
- Excellent verbal, numerical and written communication skills.
- A team player, able to create and foster collaborative, respectful and professional relationships.
- Ability to work to tight strict deadlines and statutory timescales in a pressurised environment, whilst always paying strict attention to detail and keeping accurate records.

Corporate

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- Responsible for the health, safety and welfare of yourself and others at work, embedding a safety-first culture.
- Commitment to equality, diversity, and inclusion.
- Adhere to safeguarding policies and procedures, reporting any concerns and working with agencies to safeguard vulnerable customers and colleagues.
- Comply with the General Data Protection Regulations.
- Occasional evening or weekend work
- May be required to undertake any other reasonable duties commensurate with the role.

Competency Framework

Team Working – Level 3; **Respect** – Level 2; **Progress** – Level 2; **Leadership** – Level 2.
Integrity – Level 3; **Customer Service** – Level 3.