

Role Profile

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

Purpose of the role:

To ensure our Association complies with 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 manager for the overall procurement, implementation, management, delivery, and performance of all regulatory, statutory compliance requirements within the Property Services Team across WHA' property portfolio.

Compliance elements will include the following areas:

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

You will:

- Provide clear, positive leadership, 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.
- Be the driving force for raising awareness of all compliance areas across the organisation and externally in a meaningful, clear, and collaborative manner.
- Bring an overarching awareness to all activities in which to drive value for money.
- 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- Challenge business approaches/ standards which are ineffective/ out of date and take the organisation forward in improving services.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:

Compliance

- Ensure that all organisation compliance requirements are in place and delivered within regulatory, statutory, and best practice requirements/ guidelines and timescales.
- Ensure organisation policies, procedures/ standards are fit for purpose, robust and implemented/ adhered to.
- Manage 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.
- Ensure that our systems are kept up to date with appropriate certification.
- Implement a programme of 3rd party quality assurance services which provide assurance that the appropriate compliance services are robust and fit for purpose.
- Contribute to the development of our approach to improve the sustainability of our homes in achieving our zero carbon targets.
- Support the Head of Assets in co-ordinating our wider approach to Building Safety, working closely with other teams to ensure we meet our legal and regulatory responsibilities.
- To support the HOS on the development of a H&S/ compliance working group for WHA including representatives from various teams to ensure we are compliant across all commercial and residential buildings.
- 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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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

- Develop operational budgets across services responsible for.
- Ensure services are delivered within approved budgets.
- Ensure that Financial Regulations and Standing Orders are always adhered to.
- Procure/ commission contractors to conduct compliance related work, from drawing up specifications to tender, appointment, raising orders and active management of contractors.
- Maintain up to date supplier list/ contractor information, ensuring all suppliers and contractors have appropriate and up to date insurance, qualifications and accreditations required.

Reporting

- Conduct regular data validation/ reconciliation exercises in our systems and with our contractors to ensure data quality is maintained.
- Production of regular performance information for servicing, inspection and maintenance and prioritised follow-on actions.

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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 or similar trade qualification
- Qualifications or training in key compliance area
- Be willing to work toward the ASCP Level 4 qualification in Asset & Building Management Compliance

Knowledge, skills, and experience:

Essential

- A commitment to putting Safety First.
- A working knowledge of regulatory and legislative requirements for Landlord compliance as detailed above.
- Experience of developing and managing programmes of inspections/ works, appointing, and actively managing suppliers and contractors to deliver on time and on budget.
- Experience of collection, validation, storage, analysis and reporting of business data.
- Proficient in the use of housing/ asset systems and Microsoft packages, including excel.
- 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 command respect and build productive collaborative relationships.
- Ability to work to tight strict deadlines and statutory timescales in a pressurised environment, whilst always paying excellent attention to detail and keeping accurate records.

Corporate

- 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.

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