**Job Description**

**Compliance Manager (Post No TBC)**

**Reports to:** Head of Legal & Governance, Monitoring Officer for Gt Yarmouth Borough Council

**Responsible for - Directly: Gas Manager/Gas Coordinator/Tech Admin/**

**Total staff managed: 3 directly – may increase to 4**

**Working environment: Office Based and remote working with site visits**

**Working hours: Full time 37 hours over a 5-day week**

**Permanent**

**Purpose of role**

The purpose of the role is to lead and manage the delivery of the Council’s newly created Compliance team delivering a comprehensive, robust compliance system that will cover the Council’s property portfolio. Leading the team, this postholder will work to remove or minimise the risks across all Council owned assets. The postholder will work collaboratively across our HRA and corporate stock to ensure we meet statutory and regulatory standards. A strong understanding of compliance related risk and the ability to prioritise, communicate and respond to risk is essential to the role, as well as technical understanding across the breadth of the compliance function.

**Key result areas:**

* Effective performance reporting both internally and externally
* Adherence with current legislation and standards Effective regular communication with NROSH and Building Safety Regulator
* Continual analysis and assessment of data to inform compliance and improvement programmes
* Improved control of data management – maintenance and improvement of data recording methods and systems
* Working towards making compliance a transparent function – live and visible – open access for senior management (performance and compliance data)
* Improving interaction across all Council service areas – improving communication for cross Council service delivery – repairs & maintenance, housing etc
* Across the full range of compliance functions – gas, electrical, water
* Effective contract management and procurement – to maintain control of delivery in the field
* Better knowledge and understanding of housing stock and other corporate stock in the field, beyond data
* Understanding of how council policy & procedure works with compliance, e.g. the voids process
* Achieving KPIs in individual compliance streams
* Ensuring other service areas understand their roles and responsibilities & supporting so that info can be fed back to Compliance
* Prompt handling of Freedom of Information and EIR requests
* Building a new team

**Main responsibilities**

* To be the Council’s corporate strategic lead on regulatory Compliance from developing strategies and policies to working with teams to implementing procedures and monitoring and reporting compliance.
* To provide inspirational leadership, management, coaching and support to the corporate compliance team by setting and monitoring objectives to ensure that the team perform at the highest possible standards.
* To confidently advise on and deliver compliance showing a strong understanding and technical knowledge of all streams, including: gas, electricity, EICR testing and remedials, air source heat pumps, solid fuel heating, oil fired heating, gas heating, emergency lighting, Carbon Monoxide and smoke alarms, water, fire (including fire risk assessments, fire remedials, fire alarms, warden testing, fire door surveys), Legionella, lifts, aerials, washing machines, communal tumble dryers, Asbestos testing and cesspool emptying.
* To act as the Competent Person for ensuring health and safety and ACOP compliance of all assets and property services. To provide first line (operational) and second line (managerial) of defence in compliance assurance reporting for all compliance risk areas.
* To provide strategic advice to the Council and to ensure that the Council is responding to any statutory or regulatory changes in relation to Compliance
* To work with teams and colleagues effectively to manage compliance systems and data ensuring effective control of data, processes and management information.
* To ensure that there is a robust approach to managing Compliance Performance and relevant KPIs amongst teams across the Council and providing regular, relevant meaningful reports to the Councils Executive Leadership Team.
* To provide a planned and reactive audit role to ensure operational teams adhere to established compliance strategies, management plans, policies and procedures.
* To ensure effective management of external service providers and contractors providing services to the Council
* To support the Chief Executive in respect of any relevant investigation into compliance management undertaken internally or externally by the housing regulator in relation to the activities of the Council.
* To represent the council at meetings on compliance relating to the council’s activities, both internally and externally through local and professional groups.
* Liaise with external and enforcement bodies on behalf of the council as necessary, e.g. consumer housing regulator, fire and other local authorities.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Relative experience gained in a compliance role
	2. Experience of developing strategies, policies and procedures
	3. Experience of compliance management for both domestic and commercial stock
	4. Experience of reporting at a board or committee and to the Executive Leadership
	5. Experience of managing contractors and service providers
	6. Experience of working with statutory and regulatory external bodies
	7. **Desirable**
	8. Desirable to have experience of working with compliance within the field of social housing
	9. Experience of compliance systems
	10. Experience of development of compliance systems
	11. Experience of Compliance Streams that extend beyond the main six categories within social housing
1. **Qualifications & Skills**
* The ability to prioritise work and to forward plan to meet personal, team and departmental deadline
* A high standard of interpersonal skills to enable you to communicate effectively and clearly with a wide range of people and groups.
* The ability to formulate and deliver compliance performance related data.
* Experience of writing and presenting structured and reasoned reports to the Executive Leadership and Members
* The ability to use information technology.
* The ability to be able to review and revise personal work
* The ability to develop existing compliance systems

**Essential**

* 1. Minimum 5 years of experience in social housing compliance
	2. Housing management qualification equivalent to level 4/5 certificate or diploma in housing

**Desirable**

* 1. Foundation degree from the Chartered Institute of Housing
1. **Personal Qualities and Attributes**
	1. Self-awareness
	2. Openness and honesty
	3. Personal resilience
	4. Ability to work under pressure
	5. Probity and integrity
	6. Fairness and consistency
	7. Highly developed political acumen and astuteness
	8. Ability to challenge self and colleagues constructively and sensitively.
2. **Behaviours**
	1. Effective and open communication.
	2. Work together.
	3. Taking Personal Responsibility.
	4. Putting Great Yarmouth first.
	5. Respecting others.
	6. Embracing change.
3. **Our Cornerstones of Management and Leadership**

5.1 Trust and Respect

5.2 Communicate and Connect

5.3 Lead and Inspire

5.4 Ownership and Accountability