



## Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

| Post Details    |                                                                                 |
|-----------------|---------------------------------------------------------------------------------|
| Job Title       | Compliance Officer                                                              |
| Job Reference   | TBC                                                                             |
| Service         | Children, Adults, Health and Housing                                            |
| Team            | Housing Services                                                                |
| Location        | Shute End                                                                       |
| Reports to      | Compliance Manager                                                              |
| Worker Style    | Hybrid - Remote working with attendance at Council offices as and when required |
| Responsible for | None                                                                            |
| Grade           | Grade 7                                                                         |
| Contract Type   | Permanent and Full Time (37 hours)                                              |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Support the delivery of statutory compliance programmes across the council's housing stock, ensuring inspections servicing and testing and remedial works are completed within required timescales. Monitor compliance performance, maintain accurate records of inspections and outstanding actions, identify and escalate risks and support audits, regulatory inspections, policy development and continuous service improvement. |
| 2. | Manage the day-to-day operational performance of compliance contractors, monitor service delivery, contractual compliance, KPIs and quality standards, Support contract meetings, investigate service failures, implement corrective actions and contribute to procurement, mobilisation and ensuring value for money is achieved,                                                                                                   |
| 3. | Manage and maintain accurate property, asset and statutory compliance data across housing management systems. Ensure compliance records, certification and supporting documentation are validated, recorded and retained in accordance with regulatory and organisational requirements.                                                                                                                                              |
| 4. | Undertake data reconciliation and quality assurance activities, identify and resolving discrepancies, compliance gaps and missing information. Produce compliance reports, performance data and management information to support operational oversight, governance and regulatory assurance                                                                                                                                         |
| 5. | Compile, analyse and report on compliance data to support effective service delivery and informed decision-making. Produce performance reports for operational meetings, senior management ensuring the accurate monitoring of KPIs, emerging risks and service improvements. Support regulatory reporting, executive briefings whilst contributing to the forecasting of compliance programs and associated expenditure.            |





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| 6.  | Deliver excellent customer service, engaging positively with tenants, leaseholders and residents, managing expectations, resolving concerns and ensuring residents remain informed throughout the lifecycle of works.                                                                                                                                                                                                                                                                                                              |
| 7.  | Work collaboratively across housing services, asset management, Repairs, Building Safety, Housing Management, Procurement, and external partners to ensure the coordinated serve delivery, effective risk management and improved outcomes for residents.                                                                                                                                                                                                                                                                          |
| 8.  | Contribute to the council's strategic objectives by delivering safe, sustainable, compliant and well-maintained homes that improve resident satisfaction, support thriving communities and provide long-term value for money.                                                                                                                                                                                                                                                                                                      |
| 9.  | Where this role requires a professional qualification, registration or licence or membership, you must obtain and maintain this throughout your employment and provide evidence upon request. You must also maintain the knowledge, skills and behaviours required by your role in line with the Regulator of Social Housing's Competence and Conduct Standard and participate in any training or development required by the Council. Failure to maintain mandatory requirements may affect your ability to continue in the role. |
| 10. | The postholder will be required to work flexibly to meet the needs of the Asset Management team, and the wider Housing Service, which may require deployment to support other functions and workstreams, appropriate to the grade and associated responsibilities.                                                                                                                                                                                                                                                                 |

| Person Specification            | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Desirable                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Education/Qualifications</b> | GCSE's in English and Maths, or equivalent qualification at Level 2 of the UK's Regulated Qualification Framework (RQF).<br>Full Driving Licence and access to a vehicle for business use                                                                                                                                                                                                                                                                                                                                                    | Relevant qualification in Housing, Building, Compliance, Asset Management or Health and Safety, or willingness to work towards                                                                                                                                                                                                                                                                                     |
| <b>Experience</b>               | Experience of managing or supporting statutory compliance programmes within social housing, property, facilities management or a similar environment<br>Experience of supporting or managing contractor performance against KPIs and contractual requirements.<br>Experience of maintaining and analysing compliance, asset or property data and records<br>Experience of identifying, managing and escalating compliance risks and service issues.<br>Experience of working with multiple stakeholders to deliver customer focused services | Experience of managing housing compliance workstreams<br>Experience of producing performance reports management information and compliance monitoring data.<br>Experience of using housing management, asset management or compliance systems.<br>Experience of working within a local authority or registered social landlord.<br>Experience of budget monitoring, expenditure forecasting or financial reporting |
| <b>Skills/Knowledge</b>         | Knowledge of the "Big 6" areas. Gas, electrical, fire, asbestos, water hygiene and lifts.<br>Knowledge of statutory compliance and landlord responsibilities within social housing<br>Ability to identify, investigate and escalate compliance risks.                                                                                                                                                                                                                                                                                        | Understanding of Building Safety and Regulator of Social Housing requirements.<br>Knowledge of contract management and procurement principles.<br>Understanding of audit, assurance and regulatory reporting processes<br>Knowledge of budget monitoring and value for money principles.                                                                                                                           |





|                              |                                                                                                                                                                                                                                                                                                                                                               |  |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                              | <p>Strong communication, organisational and planning skills.</p> <p>Ability to manage multiple workstreams and competing priorities</p> <p>Competent use of Microsoft applications and housing software systems.</p>                                                                                                                                          |  |
| <b>Behaviours/Attributes</b> | <p>Takes ownership of compliance risks and performance issues</p> <p>Makes informed operational decisions using data and evidence.</p> <p>Work collaboratively across services to achieve compliance objectives</p> <p>Drives continuous improvement and service excellence.</p> <p>Demonstrates commitment to resident safety and regulatory compliance.</p> |  |

| Purpose Details            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Purpose</b>     | To ensure the Council meets its statutory landlord responsibilities by managing and monitoring health and safety compliance across the housing stock. The team oversees compliance programmes, contracts and remedial works, maintain accurate compliance data and provides assurance that regulatory requirements are met across the Big 6 compliance areas: Gas, Electrical, Water Hygiene, Asbestos and Lift Safety. Through effective contract management, performance monitoring and risk management, the service helps keep residents safe.                                                                                                              |
| <b>Role Purpose</b>        | The postholder will support the delivery of statutory and regulatory compliance across the council's housing stock, ensuring that all properties remain safe and compliant with legal obligations. The postholder will oversee the day-to-day operational management of compliance contracts and programmes covering the housing compliance "Big 6" disciplines. The role will be responsible for monitoring contractor performance, maintaining accurate compliance records, coordinating remedial works, managing compliance programmes and ensuring accurate asset and compliance data is provided and maintained with the housing asset management system. |
| <b>Corporate Parenting</b> | The postholder will support the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.                                                                                                                                                                                                                                                                                                           |

| Supervision and Relationships |                                                                                                                                                                                                                                                                                |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Supervision Received</b>   | The postholder will report to the Compliance Manager and will meet with them on a frequent basis in one-to-one and team settings to prioritise tasks, analyse service performance, identify areas of improvement and review continuous professional development opportunities. |
| <b>Supervision Given</b>      | The postholder has no direct line management responsibility of staff but will coordinate resources and third-party contractors to meet customer and service need.                                                                                                              |
| <b>Contacts</b>               | Internal contacts will include colleagues from; Asset Management, Housing and Income, Housing Needs and Options, Housing Delivery and Partnerships, Corporate Finance,                                                                                                         |





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|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Corporate Procurement, Legal Services, Corporate Property, Regeneration, Organisational Development and others as required.</p> <p>External contacts will include residents, Councillors, elected members, contractors, suppliers, consultants, local housing companies, external agencies, and partner organisations as required.</p> |
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### Resources/Budget Management

The postholder has no direct resource or budget management responsibility but will support management with the processing of invoices and valuations from third party contractors.

### Special Requirements

None

| Occupational Health Risk Assessment     | Details |
|-----------------------------------------|---------|
| Skin/Respiratory Sensitisers            | N       |
| Working at Height                       | N       |
| Exposure to Noise (>80-85dB)            | N       |
| Confined Spaces                         | N       |
| Frequent Display Screen Equipment Use   | Y       |
| Driving for Work                        | Y       |
| Hand Arm Vibration                      | N       |
| Lone Working                            | Y       |
| Healthcare/Social Contact with Patients | N       |
| Blood Borne Viruses Exposure            | N       |
| Food Handling                           | N       |
| Working with Animals                    | N       |
| Specialised Medical Screening           | N       |
| Night Working                           | N       |
| Safety Critical Work                    | N       |

| Nature of the Role          | Details |
|-----------------------------|---------|
| Healthcare or Hospital Work | N       |





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|                                      |                    |
|--------------------------------------|--------------------|
| Working with Children (under 18)     | Y                  |
| Working with Elderly/Disabled Adults | Y                  |
| Work Environment Details             | Shute End / Hybrid |

| Role Involvement                                 | Details |
|--------------------------------------------------|---------|
| Working with Children                            | Y       |
| Working with Vulnerable Adults                   | Y       |
| Both of the Above                                | Y       |
| Providing Care/Supervision for Children          | N       |
| Providing Care/Supervision for Vulnerable Adults | N       |
| Both of the Above                                | N       |
| None of the Above                                | N/A     |

| Disclosure and Barring Service (DBS) | Details                                                                                                                                          |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| DBS Requirement                      | Basic DBS                                                                                                                                        |
| Eligibility Tool                     | Find out which DBS check is right for your employee - GOV.UK<br>( <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> ) |

| Re-checks                                |
|------------------------------------------|
| Annual Basic DBS check will be required. |

| Evaluation Declaration |                   |
|------------------------|-------------------|
| Date of Evaluation:    | <DD/MM/YYYY>      |
| Evaluated by:          | <Name, job title> |

