

**WOKING BOROUGH COUNCIL
JOB PROFILE**



Job Description

Job Title: Housing Compliance Team Leader

Pay Grade: W5

Directorate: Communities

Team: Housing Assets

Reporting to: Housing Building Safety and Compliance Manager

Budgetary Responsibilities:

- Staff – Compliance Officers / Administrators
- Other Direct – N/A
- Other Indirect – N/A

Total N/A

Job Purpose:

Work collaboratively with service managers, peers, contractors and customers providing a one team, customer centric approach to service delivery. Ensure the highest levels of compliance are consistently achieved in respect of all areas of Landlord Compliance including but not limited to Gas, Asbestos, Electrical, Legionella, Fire Risk Assessments, Lifts, Fire Alarms, firefighting equipment, sprinkler systems, lightening protection, fall arrest systems.

Work with the various approved appointed contractors to ensure compliance against legislation and regulation requirements are met.

- To provide high quality management to mitigate risk to the Council, Council residents and members of the public by ensuring the delivery High performing Housing Statutory Compliance Related Contracts.
- Ensure accurate collation, monitoring and analysis of key data for risk mitigation and performance reporting.
- Ensure strong performance against all statutory compliance areas including management of service visits, planned or preventive maintenance/repairs and excellent document management of all certification, service and compliance records.
- Provide an excellent and responsive customer experience and service

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including all relevant communications necessary when undertaking this role.

Main Tasks:

1. Support the Building Safety and Compliance Manager in ensuring that all WBC Housing properties are maintained in according to legislative requirements in terms of statutory servicing and associated repairs.
2. Manage the compliance servicing in line with WBC's compliance policies and procedures.
3. Manage and monitor the compliance team and databases for all housing related compliance data, including certification and remedial actions.
4. Review and action all items from the compliance meetings, servicing and testing regimes proactively to completion.
5. Lead on the development of relevant ICT Compliance system integration and support procurement of such systems when required.
6. Manage and monitor the delivery of all compliance testing, servicing, and related remedial works / actions in accordance with legislation and industry best practice to achieve and maintain 100% compliance (target) in all statutory compliance areas where possible for the work streams below:
 - Commercial and Domestic Gas servicing / remedial contracts
 - Electrical testing / remedial contract
 - PAT testing contract
 - Fire Risk Assessment contract
 - Fire doors inspection contract
 - Fire risk remedial works contract
 - Fire Alarm & Equipment servicing / remedial contract
 - Asbestos surveying, management, and removal contract
 - Emergency lighting testing / remedial contract
 - Lift and Stair Lift servicing / remedial contracts
 - Water Hygiene / remedials contract
 - Compliance Auditing contracts (LOLER, Gas, Electrical)
 - Fall Arrest systems / remedial contract
 - Sprinkler / Mist system servicing / remedial contract
7. Produce and scrutinise compliance performance data via the compliance systems for contractor performance reviews and Senior Management reporting.
8. Be responsible for managing all aspect of no accesses to properties, working in line with the agreed no access processes. Ensuring the gas and electrical no access process timelines are maintained, working in conjunction with the Housing team and Legal services, including producing all necessary correspondence and legal statements/evidence for court.

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9. Attend and where necessary chair Compliance Contractor Monthly Meetings to monitor and address performance.
10. Check / audit compliance certification and records for accurate data being received and recorded in a timely manner from contractors. On site checking / inspections to monitor progress and quality of servicing / works.
11. Review external consultants site audits and escalate to contractors to resolve as required.
12. Provide support to internal and external audits when required.
13. Monitor and manage the Compliance email inboxes answering compliance related enquiries emails, calls etc....as appropriate. Using own initiative when dealing with a range of subjects in a courteous and efficient manner.
14. Assist with all necessary procurement activities to ensure the council has a high-quality supply chain available to meet the demands of the service.
15. Monitor and manage all compliant / Councilor enquiries / actions and responses to completion.
16. Maintain a good working knowledge of legislation/guidance and changes affecting delivery of the compliance services.
17. Be on-call for out-of-hours emergencies as part of a wider Rota.
18. To carry out any other reasonable duties as required by the Housing Building Safety and Compliance Manager and/or Head of Housing Assets.

People Management:

- Management of the Housing Compliance Officers and Administrators

Service Management:

- To effectively manage all aspect of the Housing Statutory Compliance Service whilst having due regard for the Regulatory Standards for Social Housing and the Housing Ombudsman.

Financial Responsibility:

- To ensure all contracts in Housing Compliance are managed in line with budgets, financial regulations, and Woking Borough Council constitution.

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Other Responsibilities:

- To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.
- Deputies for Housing Building Safety and Compliance Manager when required.

Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	• HNC or equivalent qualification or extensive experience in housing compliance or similar field	E	A
	• Level 4 Diploma in Asset and Building Management Compliance	D	A
	Extensive knowledge regarding compliance matters relevant to the social housing sector	E	A

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Experience	<ul style="list-style-type: none"> • Significant experience of working in a similar role within housing. 	E	A, I
	<ul style="list-style-type: none"> • Management of asset data and data interrogation. 	E	A, I
	<ul style="list-style-type: none"> • Experience of managing housing compliance risk. 	D	A, I
	<ul style="list-style-type: none"> • Knowledge and experience in working within a local government housing service or Registered Provider (i.e., housing association) in a similar role 	E	A, I
	<ul style="list-style-type: none"> • Exceptional standards of customer care and the ability to deliver accurate and clear communications, especially on a face-to-face basis. 	E	A, I
	<ul style="list-style-type: none"> • Demonstrable experience in delivering customer-focused services and initiatives. Experience of collaborative working with a range of external organisations, contractors, and other council departments to achieve strategic objectives. 	E	A, I
	<ul style="list-style-type: none"> • Experience of working with Elected Members. 	D	A, I
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, including the ability to explain complex legal and technical issues to members of the public. 	E	A, I
	<ul style="list-style-type: none"> • Proven ability to Promote a positive health and safety culture. 	E	A, I
	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner. 	E	A, I
	<ul style="list-style-type: none"> • Able to work collaboratively with colleagues to meet the needs and priorities of the Asset Management Team. 	E	A, I
	<ul style="list-style-type: none"> • Build and maintain effective working relationships with contractors, resident groups, consultants, stakeholders and internal departments at all levels. 	E	A, I
	<ul style="list-style-type: none"> • Excellent IT skills. 	E	A, I
	<ul style="list-style-type: none"> • Compliance with financial, safety and corporate policies and procedure 	E	A, I

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Special Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, including the ability to explain complex legal and technical issues to members of the public. 	E	A, I
	<ul style="list-style-type: none"> • Proven ability to Promote a positive health and safety culture. 	E	A, I
	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner. 	E	A, I
	<ul style="list-style-type: none"> • Able to work collaboratively with colleagues to meet the needs and priorities of the Asset Management Team. 	E	A, I
	<ul style="list-style-type: none"> • Build and maintain effective working relationships with Contractors, resident groups, consultants, stakeholders and internal departments at all levels. 	E	A, I
	<ul style="list-style-type: none"> • Excellent IT skills. 	E	A, I
	Compliance with financial, safety and corporate policies and procedures	E	A, I
Special Requirements	<ul style="list-style-type: none"> • Willingness and ability to travel across the borough and wider where necessary. 	E	A, I
	<ul style="list-style-type: none"> • Occasional requirement to work outside normal office hours (including early morning or evening working) 	E	I
	<ul style="list-style-type: none"> • Occasional requirement to attend external meetings. 	E	I
	<ul style="list-style-type: none"> • Commitment to implement and promote the Council's Diversity Policy. 	E	I
	<ul style="list-style-type: none"> • Full clean driving licence to be able to drive Council vehicles. 	E	A, I
	<ul style="list-style-type: none"> • Use of a vehicle for undertaking visits. 	E	A, I

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Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	No
Disclosure and Barring Service check required?	Yes
If yes, what level?	Basic
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	No Choose an item.

Role Map

Behaviour	Level Required
Shaping our Future	2
Leading our People	3
Delivering for our Customers	3
Making Change Happen	2
Team and Partnership Working	3
Communicating Openly	2
Performance Management	3

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).