



# Compliance Manager

## Job description and person specification

**Accountable to:** Head of Property

### Purpose of the role

Lead on the effective delivery, leadership and management of Housing Compliance (regardless of tenure) to Board assurance levels in line with industry best practice and excellence in customer service.

Ensure all regulatory and legislative responsibilities for gas, electrical, asbestos, fire safety, legionella, lifts/stair lifts, other associated mechanical and electrical services, are achieved in our database - evidenced and reported. Working closely with other Managers (including Health and Safety and Operations) within the directorate and the wider organisation ensuring an effective operational framework is developed to meet the needs of Dimensions UK, its subsidiaries and its tenants (the people we support) regardless of tenure.

### Core duties

- To lead and effectively manage the landlord compliance service and associated requirements for Operations Assets, ensuring all compliance health & safety mechanical and electrical / consumer standard / database management is effectively delivered reducing risks to the customer and the people we support / staff/ subsidiaries who are involved with or are connected with the Group. To work with the people we support to maintain compliance at all times.
- To develop and provide strategic monthly/weekly progress reports for Directors / Senior Managers covering all areas of compliance performance.
- To plan and co-ordinate the work of the team to ensure effective and efficient delivery of all servicing/testing/inspection/M&E/compliance remediate works. Regularly review performance to ensure that VFM is provided.
- To measure contractor performance against agreed performance measures. Ensuring all contractors work is efficient in the quality of the work, meeting planned timetables, costs and customer service standards.
- To work in conjunction with the Maintenance Manager/Head of Service, and the Group Health & Safety Manager, be responsible in providing employees precise instructions on their responsibilities. Oversee housekeeping activity to ensure that it is evidenced and staff do not permit individuals to take unnecessary risks.
- To be responsible for managing large compliance service budgets, forecasts and invoicing, ensuring that effective controls are in place, deadlines are met and changes to plans are identified and included within overall departmental business plans.
- To assist in procurement, contractor and consultant selection. Agreeing terms of engagement, negotiating fees and establishing close working relationships with

external consultants / contractors where needed.

- To be responsible for carrying out appraisals and one to ones and meeting the targets in line with the business plan, identify any relevant training needed and the management of leave and absence.
- To lead on external and internal audits in the compliance areas, ensuring actions points are managed and completed within timescales.
- Ensure that high risk and complex buildings within the scope of the legislation are compliantly managed and maintained safely.
- To ensure that robust, accurate and well-maintained systems/databases, policies, processes and record keeping are in place.
- Contribute significantly to the annual business plan for Dimensions.
- To assist with procurement, appointment and management of contractors, consultants, and specialist advisors.
- Work with the Head of Service to review and deliver updated policies, processes and procedures.
- Keep abreast of regulatory developments and best practice ensuring that the team are updated, and training arranged where necessary.
- Provide information to other parts of Dimensions.
- Draft and modify and implement departmental procedures, including communications to the wider group.
- Review all remedial works resulting from the FRA's having oversight of the programmed remedial works and carried out within targets.
- Be the departmental lead for all H&S areas. Ensuring all reporting is up to date and compliant.
- Have an excellent understanding of Fire Safety and Building Regulations along side the Resident White Paper.
- Lead on resident engagement for all building safety, fire safety and safety related concerns, develop a clear process for residents, leaseholders, and internal stakeholders to raise safety related concerns. Also ensuring these are acted upon, recorded and feedback to the business and tenant group.
- Lead on partnership working with other external agencies such as fire and rescue services and the HSE.
- Work closely with internal colleagues and departments to ensure that procedures for compliance are working effectively and in the best interests of our residents.
- Support the wider work of property maintenance through the intelligent use of data.
- To work on projects as required by the needs of the service and the work of the team.
- To be able and willing to travel nationally to support the work of the team and the delivery of the service.

**Please note:**

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required
- Maintain confidentiality in accordance with our data protection policy and procedure.

## Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
Educated to Higher National standard or equivalent qualification in a related field, Constructions, Fire or Health & Safety. Full Member/Chartered status as recognised safety professional with CIOB, RICS, IFE, IFSM, IOSH or equivalent.	Essential	Shortlisting
Full clean driving licence.	Desirable	Shortlisting
A relevant managerial qualification and or evidence of continued professional development in professional management role	Desirable	Shortlisting

Experience		
Experience of working with supported living property.	Desirable	Shortlisting/ Interview
Experience of property compliance work and or facilities management.	Essential	Shortlisting/ Interview
Experience of database management and the manipulation of data for work programmes and performance. Excel advanced user.	Essential	Shortlisting/ Interview

Experience of managing and delivering work programmes on time and within budget.	Essential	Shortlisting/ Interview
Experience of working effectively in partnership across departments in organisations.	Essential	Shortlisting/ Interview
Experience of managing contractors, advisors and consultants effectively.	Essential	Shortlisting/ Interview
Experience of project management.	Desirable	Shortlisting/ Interview
Specific knowledge of housing regulation, compliance and the application of that knowledge.	Essential	Shortlisting/ Interview
Experience of working in the Housing sector.	Desirable	Interview

<b>Skills</b>		
Able to network and build positive relations with Customers and stakeholders.	Essential	Shortlisting/ Interview
Able to work collaboratively and influence colleagues.	Essential	Shortlisting/ Interview
Excellent verbal, written and presentational communication skills.	Essential	Shortlisting/ Interview
Good all round IT skills.	Essential	Shortlisting/ Interview
Good Contract management.	Essential	Shortlisting/ Interview
Able to critically evaluate and prioritise tasks and workload.	Essential	Interview
Able to problem solve and generate creative propositions and solutions.	Essential	Interview
Good budget management skills.	Essential	Interview

<b>Knowledge and understanding</b>		
Knowledge of social care sector.	Desirable	Shortlisting/ Interview
Demonstrate transferable skills and how they could be used in delivery of compliance work programmes for supported living.	Essential	Shortlisting/ Interview
Experience of delivering asset management projects.	Desirable	Shortlisting/ Interview
Proven experience of developing and managing successful work programmes to achieve excellent customer driven services.	Essential	Interview
Experience and understanding of legal and regulatory frameworks relevant to Assets and Development and the implementation of related Policies.	Essential	Interview

<b>Attributes</b>		
Sense of urgency / ability to work at a fast pace.	Essential	Interview
Quality / Target / results driven.	Essential	Interview
Can-do attitude and proven ability to motivate Others.	Essential	Interview
Ability and willingness to travel within the UK and stay overnight when required.	Essential	Interview