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**Compliance Officer (Electrical)**

**Job Description & Person Specification**

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| --- | --- | --- |
| **Responsible To:** | | **Senior Compliance Officer** |
| **1.0 Purpose of Role** | | |
| **1.1**  **1.2**  **1.3**  **1.4**  **1.5**  **1.6**  **1.7**  **1.8**  **1.9**  **1.10**  **1.11**  **1.12** | To utilise technical expertise and knowledge gained through electrical qualifications and experience to ensure that the organisations statutory responsibilities are met.  Manage the performance and contract of third parties undertaking electrical works on behalf of CCHA, to ensure value for money and requirements of the contracts are met for both planned and responsive maintenance works.  To ensure that all aspects of Landlord Health and Safety Compliance (LLH&S) are delivered in line with statutory and non-statutory regulations, guidance, approved codes of practice and organisational policies and procedures.  To Implement controls set out in Electrical, Fire & Property risk assessments, managing associated estates management contracts.  To lead and be the Responsible person in the area of Electrical Compliance holding the responsibility of Qualifying Supervisor for CCHA and ensuring appropriate auditing of external contractors is carried out.  Assist with the effective development and maintenance of compliance policies, procedures, certification and other documentation.  Maintain the integrity and control landlord compliance data, reporting and escalating non-compliances to the Compliance Manager  Assist the Compliance Manager and Head of Asset Management and Decarbonisation to implement the Associations Asset Management Strategy.  Promote a positive landlord health and safety/compliance focused culture across the Association.  Manage Cyclical, Responsive Maintenance and Landlord Compliance Contracts.  To be accountable for the management of electrical testing, repairs and planned improvement budget (minor & major projects) up to £500,000.  To play a key role in supporting the further development of the organisations Asset Management and Environmental/Decarbonisation strategy. | |
| **2.0 Key Relationships** | | |
|  | All Internal Colleagues  Tenants  Contractors  External Auditors  Board of Directors | |
| **3.0 Key Accountabilities** | | |
| **3.1**  **3.2**  **3.3**  **3.4**  **3.5**  **3.6**  **3.7**  **3.8**  **3.9**  **3.10**  **3.11**  **3.12**  **3.13** | Instruct, co-ordinate and manage LLH&S associated contracts, surveys, risk assessments and processes an ensuring that remedial works, tasks and controls measures are implemented. Key areas to include Fire Safety, Electrical Safety and Lifting Equipment as well as Gas Safety, Water Safety and Work Equipment Safety.  Assist in the management of the estates management contracts ensuring that statutory/non-statutory testing and inspections are undertaken, audited and completed on time with remedial repairs and works completed.  Co-ordinate landlord compliance work within agreed budgets to pre-defined quality standards and frequency of testing/inspections.  Assisting the Compliance Manager in developing processes and control measures to prevent or mitigate non-compliance of legal guidelines and internal policies and procedures.  Undertake monthly internal and external compliance audits (1st line of defence) utilising the Association’s compliance control framework.  Complete post inspections of compliance and estates management works for quality, safety and contract management purposes.  Produce a range of LLH&S reports (including Key Performance and Performance Indicators) to the Compliance Manager  Complete HHSRS assessments and WHQS compliance surveys, developing remedial action plans and cyclical programmes of work.  Contribute to organisational performance through cross departmental working, to meet objectives set out in the Association’s Asset Management Strategy and WHQS Policy.  Assist the Compliance Manager with the procurement and formal engagement of contractors to ensure planned and cyclical compliance work orders are completed within pre-determined targets.  Provide cross team training and advice to staff, including the correct use of compliance systems.  Assist in the preparation of cyclical statistical returns, reports and data collation for external stakeholders.  Undertake any other duties as instructed by the Compliance Manager | |
| **4.0 Contract Administration** | | |
| **4.1**  **4.2**    **4.3**    **4.4**  **4.5** | Monitoring LLH&S contracts, ensuring servicing and maintenance is complete in line with Association schedules – chasing, liaising on corrective actions, challenging invoices when required.  Processing invoices in all areas of LLH&S in line with the Associations financial processes.  Ensuring records of serviceable components are updated and accurate for compliance reporting on housing management, compliance and asset management systems.  Assist in the procurement, tendering and management of contracts covering LLH&S.  Chairing contract meetings when required as well as producing minutes, preparing agendas and managing action logs to ensure matters arising from meetings are addressed. | |
| **5.0 Systems and Processes** | | |
| **5.1**  **5.2**  **5.3**  **5.4** | Manage online and offline compliance and housing management systems ensuring new data entry and data maintenance is accurate.  Monitoring landlord Compliance databases, producing reports, instructing works and implementing controls on behalf of the Compliance Manager.  Liaise with software providers and IT team to ensure the Associations software performance is adequate and fit for purpose.  Creating, amending and implementing processes and procedures to continuously improve the landlord compliance functions under direction of the Compliance Manager | |
| **6.0 General** | | |
| **6.1**  **6.2**  **6.3**  **6.4**  **6.5**  **6.6**  **6.7** | Keep up to date on all aspects of legislation, regulatory and approved codes of practice for all areas of Landlord Compliance.  Assist with the development of specifications of work for all areas of landlord health and safety.  Contribute to the design of new builds and refurbishment to advise on potential future servicing requirements and opportunities to design out, where possible, the maintenance of this equipment  Establish and maintain administrative arrangements for all aspects of the Association’s landlord H&S compliance responsibilities  Set a personal example regarding Landlord Health, Safety, Compliance, Environmental and Quality standards.  Pro-actively assist and share knowledge and expertise on compliance with colleagues as required.  Participate in internal and external collaborative working groups, attending conferences and network meetings as required. | |
| **7.0 Project Work** | | |
| **7.1** | Actively contribute to Business Improvement Projects as and when required by the business. | |
| **8.0 Other** | | |
| **8.1**  **8.2**  **8.3**  **8.4**  **8.5**  **8.6** | Develop and sustain positive working relationships with colleagues across the Association.    Ensure departmental and personal objectives and Personal Development Plan are achieved.  Demonstrate a positive commitment to equal opportunities and diversity.  Demonstrate a positive commitment to Continued Professional Development.  The role requires occasional Out of Hours duties on a rota basis (around 1 week in 15)  Any other duties consistent with the position’s level of responsibility and by direction of the Compliance Manager. | |
| **9.0 Implementation of Job Description** | | |
| **9.1**  **9.2** | The Compliance Manager and post-holder will be expected to develop and evolve the detailed tasks and wider requirements of this position as part of the performance management process.  The role may evolve to include the line management of technical maintenance and/or compliance assistants. | |

**For the purpose of the Application stage you will be assessed on those areas identified (A) and you should address these areas only within the Application Form.**

**Person Specification**

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| --- | --- | --- | --- | --- |
| **Requirement** | | **Essential** | **Desirable** | **(\*)** |
| **1.0** | **Qualifications/Memberships** |  |  |  |
| 1.1 | Relevant electrical qualifications such as NVQ 3 in Electrical Installation/Maintenance or equivalent time served qualification. | E |  | A |
| 1.2 | Member of the Association of Electrical Safety Managers or Level 4 VRQ in Electrical Safety Management |  | D | A |
| 1.3 | City & Guilds 18th Edition (2382) | E |  | A |
| 1.4 | City & Guilds Inspection & Testing (2391) | E |  | A |
| 1.5 | City & Guilds Design & Verification (2396) |  | D | A |
| 1.6 | City & Guilds Electrical Equipment Maintenance & Testing, PAT (2377) |  | D | A |
| 1.7 | City & Guilds Solar PV Installation (2399) |  | D | A |
| 1.8 | NEBOSH General Certificate |  | D | A |
| 1.9 | IOSH Managing Safely |  | D | A |
| 1.10 | NEBOSH Construction Certificate |  | D | A |
| 1.11 | Membership of a professional body e.g CIOB, IOSH, RICS |  | D | A |
| 1.12 | CSCS Card |  | D | A |
| 1.13 | HHSRS Practitioner Certificate |  | D | A |
| **2.0** | **Knowledge and Experience** | | | |
| 2.1 | Experience of managing electrical installation and maintenance contracts or certifying electrical installations |  | D | A/I |
| 2.2 | Extensive practical knowledge of EIT documentation, including BS 7671, On site guide, Guidance Note 3, Guidance Note 1, Guide to Emergency Lighting, Electricians Guide to the Building Regulations | E |  | A |
| 2.3 | Sound knowledge of Part F of the Building Regulations, including the servicing and maintenance of whole house systems such as MEV, MVHR and through wall mechanical extraction. | E |  | A/I |
| 2.4 | Experience of providing sound advice on electrical compliance to key stakeholders | E |  | A/I |
| 2.5 | Knowledge of CDM 2015 | E |  | A/I |
| 2.6 | Good working knowledge of general areas of Health Safety and Landlord Compliance (including Electrical Safety, Asbestos, Legionella, Lifting Equipment and Gas Safety) | E |  | A/I |
| 2.7 | Experience of undertaking HHSRS assessments and estates management inspections |  | D | A |
| 2.8 | Experience of carrying out site and desktop electrical audits | E |  | A/I |
| 2.9 | Experience of establishing and maintaining compliance data bases and administrative systems | E |  | A |
| 2.10 | Experience of working in a social housing environment |  | D | A |
| 2.10 | Experience in developing policies and procedures | E |  | A |
| 2.11 | Experience of working effectively in a collaborative environment | E |  | A/I |
| 2.12 | Knowledge of different approaches to delivering learning and development in respect of health and safety |  | D | A/I |
| 2.13 | Experience of supervising a team |  | D | A/I |
| 2.14 | Experience of contract management |  | D | A/I |
| 2.15 | Experience of procuring and overseeing projects |  | D | A/I |
| **3.0** | **Skills and Core Abilities** | | | |
| 3.1 | Excellent verbal and written communication skills | E |  | A/I |
| 3.2 | Ability to communicate pro-actively with excellent interpersonal skills with the ability to engage with a wide variety of people, gaining commitment where needed | E |  | I |
| 3.3 | Ability to work collaboratively with others to complete tasks and implement process improvements | E |  | A/I |
| 3.4 | Strong ICT skills | E |  | A |
| 3.5 | Demonstrate well-developed organisational skills, the ability to work flexibly and on own initiative, with the ability to be a strong team player | E |  | I |
| 3.6 | Adaptable approach to tasks and effective problem solving skills | E |  | I |
| 3.7 | High level of attention to detail and accuracy | E |  | A/I |
| 3.8 | Ability to work within the framework of corporate policies and procedures, with an awareness of Equality and Diversity | E |  | I |
| 3.9 | Commitment to outstanding customer service and proactively working with tenants to improve all aspects of service delivery | E |  | A/I |
| 3.10 | Well organised with the ability to multi-task and manage a changing workload | E |  | A |
| 3.11 | Open to new, innovative ways of working and able to embrace and manage change | E |  | A/I |
| 3.12 | Demonstrates ownership of all H & S / Compliance / maintenance administration work | E |  | A/I |
| **4.0** | **CCHA Competency Framework guideline** | | | |
|  | Model the way | E | A |  |
|  | Enable others to act | E | A |  |
|  | Encourage the heart | E | A |  |
|  | Inspire a shared vision | E | A |  |
|  | Challenge the process | E | A/I |  |
| **5.0** | **Other** | | | |
| 5.1 | Full driving licence and access to a vehicle | E |  | A |
| 5.2 | Willing to attend meetings and open days as required, some of which may be outside normal working hours and weekend working on occasion. | E |  | A |
| 5.3 | Ability to contribute to Out of Hours duties on a rota basis (around 1 week in 15) | E |  | A |

**Importance**: E = Essential D= Desirable

**Method of Assessment**: A = Application I = Interview

**Compliance Manager** **February 2023**