



# barcud

## Job Description (Compliance Officer)

All criteria are Essential unless indicated otherwise

Responsible to: Compliance Manager

### Overview:

Assist the Compliance Manager with management of regulatory and servicing contracts that enables Barcud to meet its statutory & regulatory responsibilities, business objectives and the needs of its Residents and employees.

### Key Responsibilities –

#### Compliance and Servicing Management:

- Deliver Barcud's Fire Risk Assessment (FRA) & Fire Door Inspection (FDI) programmes ensuring they are completed in accordance with current Legislation. Monitor remedial actions to ensure they are completed in accordance with the assessments and ensure our asset management database is kept up to date..
- Develop and implement regulatory & servicing contracts to Barcud's housing portfolio regarding fire safety requirements to meet current legislation, best practice, manufacturers' recommendations and the safety of all building users.
- Manage the performance of contracts and providers undertaking regulatory, and servicing activities (including specialist equipment) for Barcud, ensuring a high-quality service is provided which demonstrates value for money and full compliance in accordance with current regulations.
- Assist in developing policies related to relevant regulatory & servicing activities
- Develop and implement procedures and process flow charts related to regulatory activities including the production of specifications.
- Assist the Compliance Manager and Head of Planned Maintenance with budget control and identification of risks to regulatory and servicing programmes.

- Be the departmental contact for compliance matters regarding – fire safety, heating appliance safety, control of asbestos, water hygiene (legionella) and radon. Provide general regulatory advice to Staff, Contractors and Residents.
- Assist in the delivery of other contracts and work packages as directed by the Compliance Manager / Head of Planned Maintenance.
- Undertake Section 20 Leaseholder Consultations on regulatory and servicing programmes when required.

Assist with procurement of compliance contracts and procurement control with regards to all aspects of compliance and servicing

- Authorise expenditure in accordance with Standing Orders, Financial Regulations and Delegated Authorities.
- Ensure accurate / live KPI data is available for Board reporting at all times.

### **People:**

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicate the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.
- Organise, prepare and deliver training courses to staff and contractors as appropriate.
- Maintain liaison with the appropriate enforcement agencies particularly Fire and Rescue Service, the Environment Agency, Local Authorities, on matters relating to fire safety, and/or insurance company loss assessors and other outside agencies as appropriate.

### **Corporate**

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.

- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements in accordance with Barcud's Health & Safety Policy and best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.  
*This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate*



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## **Personal Specification (Compliance Officer)**

This person specification details the experience and skills required for the position. All skills and experience are essential except where explicitly indicated to be desirable (D).

### **Qualifications**

- ONC in mechanical and electrical engineering or equivalent building related qualification (E)
- Relevant IOSH qualification – Fire Safety (D)
- NEBOSH general certificate or equivalent. (D)
- Membership of relevant professional body. (D)
- Evidence of continually developing professional knowledge.
- Fire risk assessment qualification. (D)
- CITB Site Manager Certificate. (D)

### **Experience**

- Delivery of Compliancy and servicing programmes (D)
- Experience in a supervisory role, for example project teams or contractors (D)
- Carrying out supervisory Health & Safety responsibilities. (D)
- Experience of monitoring performance. (D)
- Overseeing and devising work packages / specifications. (D)
- Overseeing the handling of customer / tenant enquiries. (D)
- Monitoring the work of service providers and resolving issues of poor performance. (D)
- Analysing problems and assisting in devising effective solutions. (D)
- Procuring the services of providers for compliance and servicing (D)
- Public sector or Housing Association experience. (D)

### **Skills / Knowledge**

- Thorough understanding of legalisation and regulations relating to compliancy and servicing
- Able to produce comprehensive quality reporting for effective decision making.

- Willing to learn Welsh to ALTE level 3 within 3 years (if not already a Welsh speaker).
- Ability to deliver results to tight deadlines under pressure.
- Excellent IT skills.
- Ability to manage and supervise contractors
- Sound numerical, reasoning and written communication skills.
- Able to meet appropriate and challenging performance targets.
- Ability to promote equality and diversity in all aspects of employment and service delivery.