

JOB DESCRIPTION & PERSON SPECIFICATION

Compliance Manager

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Assistant Director of Building Safety & Compliance
Direct reports:	Compliance Coordinators
Team:	Building Safety & Compliance
Department:	Development

JOB SUMMARY: Reporting to the Head of Assets and Repairs, you will be responsible for the statutory compliance, health and safety risk management of our neighbourhoods and homes ensuring 100% compliance with all health and safety legislation and best practice. You will work with colleagues to ensure that staff are aware of our statutory compliance requirements, have the appropriate training and equipment to meet those requirements and that appropriate quality assurance is in place.

You will contract manage the compliance contractors and all other contracts associated with the delivery of these services delivering excellent customer service and value for money. This role will ensure we act as an exemplary landlord, proactively fulfilling all our statutory obligations, striving to deliver our customer promises, and maintaining and improving our properties and estates.

This role will contribute to the budget plan for our compliance activities ensuring effective use of funds, ensuring that robust monitoring, reporting, and forecasting systems are in place. You will work with external auditors in reviewing our service and act on any improvements and recommended to agreeable time frames. This is a hands-on role which requires the post holder to work collaboratively with other departments across the organisation and consult with residents, leaseholders, subcontractors and other regulatory bodies.

PRINCIPAL RESPONSIBILITIES:

1. You will play an integral role in delivering our regulatory requirements for Gas and Electrical Safety alongside water safety, lightning conductors & safety lines, Lift servicing and LoLer inspections, Fire servicing contracts, Fire Risk Assessments and Asbestos testing. Working closely with our key internal and external stakeholders, you will continue to lead the way in the development and implementation of risk management and strategic planning within the organisation for Compliance.
2. Ensure that appropriate and legal electronic and paper records are kept on fire risks, legionella and water testing issues, asbestos, gas safety, playgrounds et al.

3. Analyse compliance performance and where appropriate put in place rectification plans with colleagues.
4. Manage the performance of ISHA's Compliance Contracts and utilise performance information to set targets for continuous service improvement.
5. Ensure that contractor meetings are held on a regular and frequent basis and involve residents in their management, and contractors being held to account for non-performance.
6. Participate in resident involvement work which relates to the service including attending Tenant's Forum and residents' association meetings as needed.
7. Ensure all members of the team are trained in Health and Safety requirements and their training is kept up to date and all staff always follow current Health and Safety regulations.
8. Support in managing budgets, making staff aware of expenditure.
9. Authorise works and approve payments ensuring suppliers are paid in accordance with the terms of contracts.
10. Ensure that you keep up to date with the latest issues, best practice, and legislative/regulatory changes and liaise with colleagues to change ISHA's policy and practice to reflect these changes.
11. Monitor contractor accounts, resolve disputes and queries promptly and ensure ISHA's interests are always protected. Report variations against budget in a speedy fashion and agree budget rectification plans.
12. Ensure contracts and contractors are managed within the organisation's Health and Safety Policy and arrangements.
13. Monitor compliance with CDM, Asbestos Regulations, Health and Safety at Work Act and other safety legislation relevant to the scope of operations.
14. To support in procuring contracts in line with ISHAs (Islington and Shoreditch Housing Association) procurement and financial regulations.
15. To actively participate in and carry out 1 – 1s and appraisal for staff, setting and monitoring of targets and yearly appraisals.
16. To take ownership and responsibility for any service-related legal disrepair cases, complaints / queries from customers ensuring that the customer experience is positive, professional and within set timescales always.
17. Develop and deliver training and communicate good health and safety practices to ensure all sections of the workforce, including the Board, are properly informed of their responsibilities in relation to all health and safety related issues.
18. Liaise with local authority partners and other stakeholder to ensure the better delivery of services to customers, including all environmental services issues and notices.
19. Make sure that any data protection requests are dealt with efficiently, that their validity is checked and there is an approved response.
20. To participate in the out of hours call out rota.
21. Contribute and guide the team towards achieving our corporate strategy.
22. Represent the organisation as required by attendance at committee meetings, resident meetings etc as required some of which may be outside normal working hours.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

22. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
23. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
24. To comply with ISHA's Code of Conduct, IT, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
25. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
26. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, can-do, excellence, mutual respect, people focus, and in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Compliance Manager		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	A relevant professional qualification, or equivalent substantial demonstrable experience.	✓	
3.	Good general education with excellent literacy and numeracy skills.	✓	
Experience			
4.	Substantial compliance knowledge in social housing or a similar related service field.	✓	
5.	Experience of using a CRM, Housing Management and/or Asset Management software and database systems.	✓	
6.	Appropriate working knowledge of Building Regulations, CDM Regulations, Landlord and Tenant Law.	✓	
7.	Strong working knowledge and experience of contract management.	✓	
8.	Experience in working with auditors and acting on recommendations.	✓	
9.	Experience in the collections, validation, storage, and analysis of business data to support service delivery.	✓	
10.	Experience of preparing, writing & presenting reports from data management systems and the provision of accurate data for storage and retrieval.	✓	
11.	Experience of a Health and Safety compliance environment including but not limited to duty to manage asbestos, legionella, fire, gas, playgrounds, EICR's.	✓	
12.	Experience of developing and delivering action plans.		✓
Knowledge & Skills			
13.	Ability to disseminate information and demonstrate effective inter-personal skills, ability to form and collate information into detailed reports.	✓	
14.	Full and Current UK Driving Licence		✓
15.	Ability to work on short notice deadlines.	✓	
16.	Ability to work on own initiative and as a team member.	✓	
17.	Is curious, with a strong desire for continuous improvement (for self and others)	✓	

18.	Exceptional verbal and written communication skills and confident IT user.	✓	
19.	Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines.	✓	
20.	A high level of proficiency using Microsoft Office.	✓	
Values			
21.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> • Pride in team ISHA • Passionate commitment to customers • Trusted to make the difference • Respect for everyone 	✓	