

## Folkestone & Hythe District Council Job Description

JOB DETAILS	
<b>Job Title</b>	Compliance Specialist
<b>Service Area / Team</b>	Housing
<b>Reports to</b>	Compliance Senior Specialist
<b>Post Number</b>	TBC
<b>Grade &amp; Annual Salary</b>	Grade F/G
<b>Politically Restricted Post</b>	No
<b>DBS Requirement</b>	Basic

JOB PURPOSE
<ul style="list-style-type: none"> <li>• To play an integral role as part of a team ensuring that the council is compliant in all areas of landlord health &amp; safety, primarily the key areas of Electrical and Lifts. The post holder will also be expected to cross train and undertake work in other compliance related areas such as Fire, Asbestos, Gas and Legionella.</li> <li>• To procure manage and monitor service provider performance (contractors and consultants), report findings and update systems to ensure that service programmes and compliance are delivered against the required cost, quality and time parameters.</li> <li>• Ensure data recording is accurate and timely facilitating performance reporting on which informed decisions can be made.</li> <li>• Highlight any areas of non-compliance either under the directly managed or observed in other areas of the Housing Service.</li> <li>• Interpret guidance and good practice as it relates to the service area, ensuring it is incorporated into policy and procedures.</li> <li>• To develop and deliver effective, efficient and high quality building engineering services to residents whilst delivering continuous improvement in performance and service standards.</li> <li>• To contribute to the provision of a resilient, flexible and professional inspection and surveying function for buildings, engineering services and also procurement of small scale works in the most cost effective manner, ensuring compliance with legislation and standing orders in all areas.</li> <li>• To build strong and productive partnerships and mutual trust with officers and members at the Council.</li> <li>• To play a key role in developing the housing service.</li> </ul>

MAIN DUTIES AND RESPONSIBILITIES	Frequency
Implement and manage comprehensive reporting mechanisms that enable Landlord Compliance to be carefully monitored and reported on. Ensure accuracy of and transparency of data.	Ongoing
Monitor and report on contract standards by inspecting buildings, engineering services installations and systems and programmes of work carried out on-site to meet the specified standards. Ensure contracts are delivered to time, quality and cost and taking steps to address under-performance where required.	Daily / ongoing
Prepare work programmes, specification for work, cost estimate and budgets ensuring accuracy throughout. Procure and manage contracts either directly or using employers agents. Administer contracts appropriately ensuring value for money, valuations settlement of final accounts and correct data recording e.g. defects period and guarantees.	Daily / ongoing
Ensure s20 works are identified and work with the Leasehold Management and Neighbourhood Management Senior Specialists regarding appropriate notification and service charges	Ongoing
Work with the Tenant Liaison Officer to ensure tenants are kept appraised of planned works and the implications.	Ongoing / as required
Conduct site meetings and document these in the form of accurate minutes	As required
Attend tenant meetings to share and explain contract proposals and input their feedback into future works.	As required
Work closely with neighbourhood officers and major works surveyors to enable a joined up approach to work programme, product specification and the use of contractors.	Ongoing
Ensure the asset management data base is updated following completion of works recording future maintenance cycles, operating manuals and material used.	Ongoing / as required
Provide training to colleagues on specific areas of expertise to enable development and improvement of services.	As required
Be available in the event of emergency either associated with the housing stock or its tenants or where housing plays an integral part in responding to a larger emergency.	As required

## CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

## ADDITIONAL INFORMATION

<b>Responsibility for Staff (direct reports)</b>	n/a
<b>Responsibility for Staff (indirect reports)</b>	n/a

## NATURE OF CONTACTS

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Managers &amp; Lead officers</li> <li>• Corporate Leadership Team</li> <li>• Elected Members</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Tenants &amp; Leaseholders</li> <li>• Tenant Representatives</li> <li>• Tenant families / friends</li> <li>• Public</li> <li>• Contractors</li> <li>• Community Safety partners</li> <li>• Social Services</li> </ul>

## Folkestone & Hythe District Council Person Specification

### Post Title: Compliance Specialist

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. <b>If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.</b>				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	<b>Essential</b> <ul style="list-style-type: none"> <li>Building or Surveying qualification – HNC, HND or equivalent or willingness to undertake</li> </ul>	✓		
	<b>Desirable</b> <ul style="list-style-type: none"> <li>Professional qualification in a property related discipline, either as a mechanical electrical engineer, chartered surveyor or quantity surveyor</li> </ul>	✓		
Experience and Knowledge	<b>Essential</b> <ul style="list-style-type: none"> <li>Demonstrable experience of statutory landlord compliance and servicing programmes in the social housing sector or similar operating environment</li> </ul>	✓	✓	
	<ul style="list-style-type: none"> <li>In depth experience and understanding of at least one key area of compliance and a willingness to learn about others e.g. fire, asbestos, legionella, gas, electric, lifts</li> </ul>	✓	✓	
	<ul style="list-style-type: none"> <li>Detailed knowledge and understanding of contracting relationships, compliance, quality standards and relationship management</li> </ul>		✓	
	<ul style="list-style-type: none"> <li>Thorough working knowledge of building engineering services installations, defects, maintenance and servicing regimes and the identification of the most effective repair solution</li> </ul>	✓	✓	
	<ul style="list-style-type: none"> <li>Demonstrable knowledge of European and UK contract law</li> </ul>		✓	
	<ul style="list-style-type: none"> <li>Demonstrable understanding of health &amp; safety compliance, statutory landlord obligations and industry best practice</li> </ul>	✓	✓	
	<ul style="list-style-type: none"> <li>Experience of direct management of property, maintenance and investment related contracts within a public sector / social housing organization or similar environment</li> </ul>	✓	✓	

	<ul style="list-style-type: none"> <li>▪ Broad demonstrable experience of managing a variety of maintenance and service contracts operating within a continuous improvement and value for money context</li> <li>▪ Demonstrable knowledge of procurement procedures</li> <li>▪ Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners</li> <li>▪ Experience of operating MS Office software such as Microsoft Word, Excel and Outlook.</li> </ul>	✓	✓	
	<b>Desirable</b> <ul style="list-style-type: none"> <li>▪ Previous experience of working in local government.</li> <li>▪ Knowledge of cost contract and delegated authority in a public sector environment</li> <li>▪ Experience of delivering services within the context of a dynamic and changing organisation coupled with experience of managing staff across a range of housing focused activities</li> <li>▪ Previous experience of team management, coaching and motivation</li> </ul>	✓	✓	
<b>Skills and Abilities</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>▪ Ability to produce, analyse and interpret complex information and present it in a meaningful and understandable way illustrating an awareness of the audience</li> <li>▪ Ability to apply specialist and detailed expertise to analyse and provide solutions to service delivery issues, and to share own expertise with others to achieve organisational objectives</li> <li>▪ Ability to effectively prioritise objectives, plans and activities against changing circumstances, having regard to the interests of stakeholders, within a pressurised environment</li> <li>▪ Ability to develop and maintain beneficial relationships with internal and external stakeholders</li> <li>▪ Able to progress and manage projects on time and within budget.</li> <li>▪ Excellent oral and written communications skills with the ability to communicate effectively with members of the public, councillors, professional bodies and other members of staff.</li> <li>▪ Written communication skills to enable the appropriate production of reports which recognise the audience for which it is intended.</li> </ul>	✓	✓	

	<ul style="list-style-type: none"> <li>▪ Excellent communication skills to ensure managers fully understand relevant strategies and are able to develop these within their service plans</li> <li>▪ The ability to influence and change others opinions and behaviours</li> <li>▪ Able to contribute to the work of the wider team and to work on own initiative.</li> <li>▪ IT competent in spreadsheets, database management and word processing</li> <li>▪ Willingness to access confined space and to work at height along with occasional evening meetings or visits to residents homes, estates or council premises</li> </ul>	✓	✓ ✓ ✓ ✓ ✓	
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