**JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:**  Safety and Compliance Officer

**DEPARTMENT:** Asset Management

**ACCOUNTABLE TO:** Asset Manager

**Job Summary**

The Safety and Compliance Officer is responsible for delivering property compliance programmes to ensure we meet our regulatory, statutory and policy requirements for all assets.

Principal responsibilities and duties will include:

* ensuring compliance
* management of contracts
* developing and reviewing procedures and systems
* procurement and engagement with contractors and providing regular reports and key performance information in relation to compliance.

The Safety and Compliance Officer will support the Asset Manager to implement and deliver safety programs, policies and Safe Operating Procedures within Asset Management.

The Safety and Compliance Officer will promote positive Health and Safety Culture within the organisation carrying out site inspections, risk assessments and capture Health and Safety performance of contractors and consultants.

**Principal Responsibilities - Compliance Services**

* Monitor and manage delivery of compliance programmes to ensure work is carried out to the required standards, on time and within budget. This will include, but is not restricted to, gas safety, electrical safety, fire safety, lift safety, asbestos and water safety
* Undertake quality control inspections including pre, progress and post inspections of works
* Liaise with contractors, addressing any issues that arise from customer feedback or quality control inspections
* Liaise with the ELHAs in House contractor R3 Repairs on the schedule of rates and specification of compliance contracts
* Within the authorised budget limit, review, vary, dispute, and authorise invoices relating to compliance programmes.
* Identify and address any underperformance from our contractors with contractor’s management and report the outcomes to the Asset Manager in a timely manner
* Respond to customer queries relating to service delivery and resolving any issues which may arise
* Assist in the timely preparation of monthly budget and performance reports
* Assist with developing and reviewing relevant policies and procedures and their implementation
* Assist with internal audit and assurance processes
* Update programmes and component information accurately and efficiently
* Investigate and close complaints in line with ELHAs complaints procedure
* Liaise with the Housing team to ensure the handover of all documentation and certification for development programmes are correctly uploaded onto the Housing Management System

**Performance Management**

* Assist in meeting the aims and objectives of the Asset Management department by contributing to achieving set key performance indicator targets
* Facilitate regular liaison with contractors to monitor performance
* Produce monthly performance reports within timescales, demonstrating performance against target
* Understand relevant performance standards and regulations for this role
* Produce monthly budget reports, ensuring the Association’s Compliance and budgets are being adhered to, and to advise the Asset Manager at the earliest opportunity if budgets are running over target.

**Value for Money**

* Work in an efficient manner that delivers value for money for our tenants and stakeholders
* Identify efficiencies and communicate them to the Asset Manager
* Work within defined limits of financial authority
* Contribute to the effective procurement of compliance and other contracts assisting the Asset Manager in the preparation of Bills of Quantities and Contractual Documents
* Manage any proposed variations in contracts.
* Ensure procurement and contract management is followed in line with the Associations Procurement and Value for Money Policy and Contract Management policy
* Support procurement and appointment of Contractors, Consultants and Specialists as appropriate, in accordance with the Procurement Strategy, observing the Financial Regulations and other relevant Policies
* Support line management to look at ways of improving the financial and procurement preparation process within the organisation to create better efficiencies and contribute to the organisations goal of value for money

**Relationship Building**

* Work with contractors and colleagues to deliver a high-quality service to tenants and stakeholders
* Engage with customers, staff and external agencies to assist in the provision of a comprehensive compliant quality customer service
* Carry out investigations in response to enquiries and complaints

**Tenant Liaison**

* Liaise with tenants and owner occupiers about all aspects of the Association’s compliance policies in a professional and courteous manner
* Advise tenants on proposed compliance inspections to their homes
* Identify opportunities for Tenant Participation in all aspects of compliance and assist in ensuring that tenants are fully involved

**Other Duties**

* Provide technical assistance to the various departments in relation to the Association’s housing stock, paying particular attention to legislative requirements
* Contribute to the overall development of the Association by keeping up to date on technical issues, attending relevant training course and contributing to the review of policies and procedures
* Act as Clerk of Works from time to time as workload permits, as authorised by the Asset Manager
* Liaise with the Asset Manager on preparing reports, inspections and contracts
* Provide feedback by means of reports to the Asset Manager
* Update Property records and develop new efficient and effective mechanisms for record monitoring and reporting within the Department
* Attend tenant and Housing Association meetings (including evenings) as and when required
* Carrying out other duties as required by the Asset Manager from time to time including supporting Property Officer workload during busy periods or periods of absence
* Ensure the letter and spirit of the Association’s Equalities & Diversity Policy is observed in all aspects of day-to-day duties relating to clients, colleagues, outside agencies and the general public