

Job Description

1. JOB DETAILS

Job Title:	Compliance Officer
Location:	Inverness preferred, with other locations considered
Team/Directorate:	Property Services
Responsible To:	Compliance Manager
Responsible For:	Compliance Assistant

2. JOB PURPOSE

Provide project management and supervision of Cairn Housing Association's Landlord Health & Safety Compliance activities in line with Cairn's statutory requirements, Scottish Housing Regulator guidance and standards, Approved Code of Practice (ACOP), and best practice for the Association's housing stock (and other exceptional non-domestic properties as identified).

Reporting to the Compliance Manager and providing support and guidance to the Property Services team on compliance with tenant's health and safety legislation, policy development, Board update reports and to ensure that a robust and effective data management system, processes, programmes and approved contractors performance are in place.

The role is responsible for the planning and delivery of the Landlord Compliance activities through the management and administration of servicing activities, as well as responsibility for resolution any areas of non-compliance. This includes liaison with colleagues in Maintenance, Investment and Health & Safety to advise on satisfactory solutions and ensure requirements are met. Officers will coordinate and monitor performance of service providers through a combination of external contracts or internal SLAs.

3. JOB DESCRIPTION

3.1 Principle Duties and Responsibilities

- **Specification & Procurement** - Lead on the development of specification of compliance activities, identifying contractor requirements and all statutory compliance elements including any planning, building warrant, and H&S implications. Undertake procurement exercises in line with regulatory requirements, procuring contracts and services to meet Cairn's requirements.
- **Data** - Ensure that the Group's data records are maintained as accurate, accessible and up to date, with all necessary certification and evidence captured and retained in order to demonstrate compliance at all times.

- Policies & Procedure - Assist the Leadership Team in the periodic review, amendment and implementation of policies and procedures as required, including the identification of improvements in processes to ensure a consistently high standard of service delivery and to ensure compliance of statutory regulations, legal requirements and relevant codes of practice, guidance and good practice are achieved.
- Contract Management - Review contractors' service delivery and to report thereon as necessary, including liaison with Framework bodies such as SPA, Scotland Excel and PfH (Scotland). To attend / Chair project progress meetings as required, ensuring minutes are appropriately recorded and circulated.
- Contract Management - Monitor and report on contractor and consultant performance, including response times and works schedules, keeping Customer Services colleagues informed of progress to ensure projects are effectively managed and any disruption for customers is minimised. Lead on project progress reporting for planned projects and communicate where appropriate within Customer Services Team.
- Contract Management - Manage and oversee the delivery of external contracts in the role of client project manager: Perform inspection, instruction and supervision of planned maintenance works, ensuring all appropriate policies and procedures are consistently applied and implemented and to ensure specifications have been met and the quality of works comply with industry standards, statutory regulations, guidance and good practice and Cairn HA standards.
- Contract Procurement - Provide, issue, and publish specifications / tenders, negotiate service agreements and undertake appraisals of contractors' performance, to ensure compliance with appropriate regulations, guidance and good practice and the Group's policies and procedures. Collate, assess and report on tender returns making recommendations to appropriate delegated authorising Senior Management colleague.
- Budget Management - Monitor budgets for Compliance activities in conjunction with the Compliance Manager. Exercise financial control, including authorisation of works and payments to contractors at agreed rates. Check, code and approve invoices in line with delegated authority levels. Record payments within relevant spend monitoring approach so as to assure spend limits and agreed budget targets are met.
- Strategic Planning - Provide reports for the Compliance Manager, as required to inform the strategic compliance and asset management planning process. Participate in the specification and proposal of programmes of work to deliver compliance activities.
- Line Management - Provide support and guidance to Assistants in delivery of compliance activities to regulatory, legislative and Cairn standards. Monitor and oversee performance in line with Cairn performance reviews, training requirements and target setting. Lead on contingency planning for continuation of service delivery in periods of leave. Support collaborative working across teams.

- Customer Service - Provide a high level of customer service when dealing with internal and external customers. Resolve any operational issues with contractors / consultants and investigate complaints in accordance with the Group's complaints handling procedure.
- Risk Analysis - Contribute to the preparation and implementation of the departmental risk analysis and maintenance of the risk register to ensure the Association and its tenants are not exposed to any risk that could have been reasonably identified and effectively controlled or mitigated in the most efficient manner.
- New Build - Implement and comply with the Group's procedure for the handover of new projects and manage the defect liability period of these new properties.

3.2 Key Performance Indicators

- Apply Cairn's Service Standards and report on performance.
- Ensure Gas Safety is fully meeting legal obligations.
- Regularly meet with Framework partners and contractors.
- Ensure Cairn's Employer Requirements are maintained.
- Inspect Stock and report on age and condition to a minimal level.
- Post inspect all capital renewal works to 100%
- Response and report to all tenant satisfaction surveys below satisfaction thresholds and report on improvement notices.

3.3 Key Contacts – Internal & External

- Customers, tenants.
- Property Services colleagues, Health & Safety Manager and Officer.
- Customer Services Managers, Officers and Assistants
- Finance Managers Accountants, Officers and Assistants.
- Contractors and Suppliers
- Consultants, Agents and Advisory Bodies (SHN, SFHA, CIH etc.)
- SPA, Scotland Excel and PfH (Scotland) Frameworks
- Utilities, Scottish Water, Scottish Gas Networks, SSE Electricity Network.
- Internal groups across the Group.

3.4 Health & Safety

- Ensure that Health and Safety and fire safety legislation, guidance and good practice are strictly adhered to
- Comply with policies, procedures and safe working practices as defined by Cairn
- Complete online and facilitated training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Have an awareness of RIDDOR, HSE and other relative formal reporting requirements.

3.5 General

- Be aware of and adhere to Cairn Housing Association's policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Cairn departments & its subsidiaries
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.6 Other

- Apply Cairn Housing Associations values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Cairn Housing Association

Compliance Officer

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Relevant building or construction related qualification to HND level.	<p>Project management/ project planning qualification.</p> <p>CSCS Cardholder at relevant level</p> <p>Membership of professional body in relevant discipline e.g. AGSM, ICWCI, CIOB</p>
Experience	<p>Substantial experience of property maintenance and/or development, including project management, compliance, budgetary control, contract administration, programme management and working with communities.</p> <p>Experience of building and construction Health and Safety, Fire Risk assurance including building design and specification and the material qualities of building components.</p> <p>Substantial contract management experience with knowledge of standard forms of contract, procurement methods and tendering processes.</p>	<p>Experience of working in property services for a Housing Association or Local Authority.</p> <p>Working with contractors in relation to new build development contracts.</p>
Knowledge	Working knowledge of the housing association programme management and able to meet key deadlines.	<p>Knowledge of the Scottish Housing Regulator's Performance Standards.</p> <p>Knowledge of current issues and legislation, guidance and</p>

	<p>Detailed understanding of the scope and content of current legislation and regulations applicable to building works</p> <p>Proficient user of Microsoft Office 365 tools including MS Word and MS Excel.</p> <p>Ability to understand key principles of building contract documentation</p> <p>Substantial knowledge of procurement legislation relating to RSLs.</p> <p>Developed awareness of Building Standards and Construction Health and Safety.</p>	<p>good practice affecting the housing sector.</p>
Skills	<p>Highly developed ability to work under pressure and co-ordinate a varied and complex workload.</p> <p>Strong planning, administrative, time management and organisational skills.</p> <p>Developed negotiating and communication skills.</p> <p>Developed ability to work on own initiative</p> <p>Developed ability to work with Microsoft Office packages.</p> <p>Developed ability to work with Excel or other spreadsheet packages</p>	<p>Use of asset management and works order software packages</p> <p>Use of customer relationship software to answer enquiries and complaints within defined timescales.</p>
Personal attributes	<p>Teamwork – ability to co-operate with others and where appropriate has the ability to complement the roles of others</p>	

by being flexible by taking on a leadership, peer or subordinate role.

Compliance – adheres to policies and/or procedures and seeks approval from the appropriate authority before making changes.

Decisiveness – ability to make decisions, render judgements, take action or commit oneself

Ambition – is driven to be successful, effective, achieve goals and progress through the organisation

Innovation – is change oriented and able to generate and/or recognise creative solutions in varying work related situations

Personal Impact – creates a positive first impression, commands attention and respect and is confident in social/networking situations

Oral Communication – expresses thoughts convincingly and effectively using appropriate verbal and non-verbal behaviour to reinforce the content of the message.

Written Communication – ability to express thought in writing in a grammatically correct, well organised and structured manner

Self Confidence – demonstrates a genuine belief in the likelihood of personal success and communicates a positive self-esteem to others

Additional requirements	<p>Full driving license and access to a vehicle.</p> <p>Agile and Flexible to work outside of office hours with a co-operative approach and willingness to travel to attend site visits and meetings, as required.</p> <p>Commitment to deliver great homes great services and great value for money services</p>	
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Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature:	Date
Managers Signature	Date