

Job description

1. JOB DETAILS

Job title:	Compliance assistant
Location:	Bellshill, Edinburgh, Inverness (with hybrid working)
Team/directorate:	Property services
Responsible to:	Compliance officer
Responsible for:	N/A

2. JOB PURPOSE

To support the delivery of Cairn's day-to-day landlord health and safety compliance inspections and servicing 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 officer and providing support and guidance to the Property services teams and wider organisation on compliance with landlord health and safety legislation to ensure that robust and effective data management systems, processes, programmes and approved contractors performance are in place.

The role is responsible for the effective coordination and day to day delivery of compliance services and planned preventative maintenance (PPM) inspections at defined frequencies and timescales by way of scheduling, collating, scrutinising and recording servicing certification and PPM inspection data to provide accurate and detailed reports on landlord health and safety compliance activities.

Landlord health and safety compliance activities include but are not restricted to:

- ◆ Asbestos
- ◆ Electrical safety
- ◆ Fire safety
- ◆ Gas servicing
- ◆ Lift safety
- ◆ Mechanical and electrical services and systems
- ◆ Water hygiene/legionella

Dampness, mould and condensation activities are managed within the maintenance teams.

3. JOB DESCRIPTION

3.1 Principle duties and responsibilities

- Undertake appropriate procedural actions detailed within the policies and procedures to coordinate and deliver landlord health and safety compliance tasks. Work closely with colleagues and external contractors to ensure work is completed to 100% compliance standards on time, within scope and budget.
- Contribute towards the robust management of external approved contractors and internal contributing teams to ensure service programmes & inspections are carried out and any remedial actions are arranged and completed in line with key performance indicators (KPIs) and service level agreements (SLAs) within timescales in accordance with legislative and regulatory guidance.
- Support compliance officers in development and effective delivery of action plans and trackers by scrutinising, collating and reporting of risks and recommendations identified within landlord health and safety compliance risk assessments.
- Monitor compliance servicing certification and PPM reports as received and ensure all are accurately recorded on the specified housing/data management systems. Process as appropriate and ensure highlighted defects or noted recommendations are actioned in line with agreed protocols and workstreams.
- Scrutinise compliance service certifications and PPM inspection reports, records and data to produce and present compliance performance reports as required to support the compliance officers, compliance manager, property services director & executive management team.
- Assist with preparation and review of detailed statistical information for all landlord compliance tasks to support performance reporting to Scottish Housing Regulator Annual Return on the Charter (ARC), internal audit and assurance processes.
- Support compliance officers & compliance manager by facilitating of and administration support in team and contractor meetings including preparation of agendas, chairing, minute taking, circulation and distribution of specific tasks and tracking of all actions.
- Facilitate effective and efficient regular contact with external contractors and internal teams to ensure compliance programmes data are being delivered as per contract agreement KPI and SLAs to ensure compliance with regulatory and legislative requirements.
- Liaise with compliance officer to identify and address contractor performance including response times and progress against work schedules.

- Supportive effective budget management by processing and authorisation of invoices in line delegated authority levels and perform effective data management to ensure recording of spend is accurate and up to date. Includes issuing and completion of works orders and purchase orders relative to compliance tasks.
- Understand relevant legislation, regulations, performance and service standards and KPIs pertaining to the effective delivery of landlord health and safety compliance activities in this role.
- Continuous development and maintaining industry knowledge and skills required in line with the demands of the role by way of attending relevant training course and contributing to any revisions to related policies and procedures.
- Be the first point of contact for tenants, residents & partner organisation queries and address in line with Cairn's service standards.
- Liaise with tenants, residents, partner organisations as necessary on all aspects of the association's compliance programmes of work in a professional and courteous manner in line with policies and procedures.
- Manage and monitor all compliance related queries and requests received through housing management system and team mailboxes/channels taking appropriate prioritised actions to resolve, distribute or escalate.
- Participate and contribute to team meetings to ensure priorities are agreed in order to support the effective delivery team activities.
- Contribute to administration of group facilities, including any other safety checks, testing and other administrative support activities as required.

3.2 Key performance indicators

- Apply Cairn's service standards and report on performance
- Ensure landlord health and safety servicing and inspection activities are carried out on time
- Ensure all landlord health & safety compliance areas fully meet legal and regulatory obligations.
- Provide monthly performance reports on completed services/risk assessments/PPMs across all areas of compliance
- Provide progress reports on service and contractor performance as required

3.3 Key contacts – internal & external

- Customers & tenants
- Compliance officers and manager
- Property services colleagues: maintenance, investment, regen & asset data
- Health & safety manager and officer
- Customer services officers and assistants
- Finance officers and assistants.
- Contractors and suppliers
- Consultants and agents
- Local authority representatives
- Utilities, Scottish Water, Scottish Gas Networks, SSE Electricity Network.
- Internal groups across Cairn

3.4 Health & Safety

- Ensure that health and safety & compliance 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 Association values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Cairn Housing Association

Compliance Assistant

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Recognised administration qualification or equivalent in compliance related discipline or demonstrable experience of working in a similar role Competent in the use of Microsoft Office 365 applications Excel, Word, Teams, Outlook and Power Point.	Experience of IT systems pertaining to this role; Homemaster and CRM, Contracts Module Case Management and Asbestos Recording, SharePoint To have knowledge of or to have achieved qualifications in- IOSH Gas Safe Level 2 Electrical Safety Awareness Fire Safety Awareness Management of Asbestos Legionella management
Experience	Clear understanding and experience in landlord health and safety compliance administration to assist delivery of multiple programmes to achieve deadlines and outcomes. Highly developed analytical skills and attention to detail to plan & deliver tasks on time Advanced ability to interpret and present accurate data reports effectively. Demonstrable 1-2 years' experience working within an office environment and part of a busy team.	Experience of working in a housing association/public sector environment Contract administration experience with knowledge of standard forms of contract, procurement methods and tendering processes

	Substantial experience of Microsoft Office particularly Word and Excel Substantial experience of providing a support/administrative service.	
Knowledge	Substantial knowledge of compliance policies and ability to follow a standardised process. Significant ability to understand key principles of compliance areas Working knowledge of housing association programme management and able to meet key deadlines. Detailed understanding of the scope and content of current legislation and regulations applicable to compliance activities.	Knowledge of the Scottish Housing Regulator's performance standards. Knowledge of current issues and legislation, guidance and good practice affecting the housing sector.
Skills	Developed ability to assess, prioritise and organise varied and complex workloads effectively to work under pressure and meet deadlines Advanced administrative, time management and organisational skills. Robust administrative skills to provide detailed statistical and analytical information which is audited, accurate and well presented Proven ability to reduce process or issue complexity to identify simple solution approach for effective delivery	Use of asset management and housing management software packages Use of customer relationship software to answer enquiries and complaints within defined timescales.

	Advanced IT literacy - user of Microsoft Office 365 suite including Teams, Outlook, Word & Excel Strong written and verbal communication skills Developed ability to work on own initiative as well as part of a team.	
Personal attributes	Teamwork – ability to co-operate with others and where appropriate has the ability to complement the roles of others 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 in line with delegated authority rules. Development – commitment to continuous improvement professionally and personally Innovation – is change oriented and able to generate and/or recognise creative solutions in varying work related situations. Oral Communication – expresses thoughts convincingly and effectively using appropriate verbal and non-verbal behaviour to reinforce the content of the message.	Personal impact – creates a positive first impression, maintains a high activity level with motivation and enthusiasm. Following through - establishes procedures and monitors the progress and results of plans and activities to ensure that goals and deadlines are achieved,

	Written Communication – ability to express thought in writing in a grammatically correct, well organised and structured manner	
Additional requirements	Agile and flexible working with a co-operative approach and willingness to travel to attend site visits, training and any other meetings as required to suit the business needs. Commitment to deliver great homes great services and great value for money services	Full driving license and access to a vehicle.

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 holder's signature:
Date:

Manager's signature:
Date: