



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Compliance Manager</b>
<b>RESPONSIBLE TO:</b>	<b>Head of Property Services</b>
<b>RESPONSIBLE FOR:</b>	<b>Compliance Coordinator, Works Managers</b>
<b>DEPARTMENT/ SECTION:</b>	<b>Property Services</b>
<b>SALARY (£):</b>	<b>Grade 17</b>
<b>MAIN PURPOSE OF THE JOB</b>	
<p>You'll be joining Adra's Properties Department, reporting directly to the Head of Properties (Assets). The department manage all property related matters including investment plan, repairs, maintenance, compliance, adaptations, commercial properties, office facilities and land.</p> <p>Adra's Properties department are currently working on a new ambitious 10-year Property / Asset management strategy to further improve and grow our business. You will be an integral part of delivering this strategy, highlighting areas for improvement and working collaboratively across the department to deliver high levels performance and efficiency</p> <p><b>What you'll do</b></p> <p>As the Compliance Manager you will be responsible by ensuring:</p> <p>The asset portfolio is compliant with all statutory, regulatory, and corporate requirements to ensure that Adra meet all requirements as a landlord.</p> <p>The role holder will ensure that compliance and assurance management systems are maintained, set survey and inspection programmes and be responsible for the delivery of such programmes, monitor survey / inspection techniques and standards, identify actions raised and provide evidence of completion, have management control of external consultants, monitor compliance function related works in relation to the Big 7 key areas of landlord health and safety noted below.</p> <ol style="list-style-type: none"><li>1. Asbestos Management</li><li>2. Fire Safety</li><li>3. Electrical Safety</li><li>4. Heating Safety – Gas, oil and solid fuel</li><li>5. Water hygiene (Legionella) Safety</li><li>6. Lifting Equipment Safety</li><li>7. Radon Gas Safety</li></ol>	

You will work closely with Adra Managers and all other stakeholders to ensure premises and customers remain safe and accurate records are maintained.

You'll be leading a high performing- team, delivering a value for money service to Adra and external clients.

You'll review performance continuously and implement the necessary plans as you strive for brilliance.

Support the Head of Property Services and Commercial Operations Manager in embedding a commercial contractor mindset and approach within the team.

Deliver the highest possible standards of customer service ensuring that our customers can live in homes of the best possible standards.

Prepare financial analysis and deliver services within your allocated budgets.

Work collaboratively with the Head of Property Services and Commercial Operations Manager to analyse costs and budgets and ensure surplus and targets are achieved year on year.

Build and develop new and existing partnerships with key stakeholders in order to further enhance the reputation of the Property Department - both within and outside of Adra.

Contribute, embrace and plan for the delivery of relevant parts of Property Department (Trwsio) growth plan.

Demonstrate motivational and inclusive leadership skills and be capable of implementing and managing change effectively.

### **What we're looking for**

- Proven experience in the housing sector compliance of landlord health and safety.
- Have good technical knowledge of properties, construction and the built environment.
- Have extensive understanding of legislation, regulation and best practices.
- Have extensive understanding and working knowledge of IT systems, with an emphasis on reporting systems required to deliver high performing results and teams.
- Have an eye for detail and natural ability to identify areas of improvement by analysing raw data from various sources.
- You will have an established track record of successfully delivering projects that have led to improvements.
- Have excellent managerial skills with the ability for ensuring great staff performance, accountability, and responsibility.

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<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"><li>• Deliver a service that demonstrates high levels of performance, cost effectiveness and value to the organisation, ensuring that corporate and internal targets and performance measures are achieved.</li><li>• Work with Senior managers within the Property Department to develop an understanding of costs and outputs and delivering within pre agreed budgets.</li><li>• Integral part of the planning for the delivery of significant growth of new and existing workstreams, both within and externally of Adra.</li><li>• Attend and represent the Property Department at cross departmental meetings.</li><li>• Develop a customer focussed service, of doing things right first time</li><li>• Manage and monitor staff and contractor performance and take corrective action when required.</li><li>• Contribute to budget setting and lead on forecasting, monitoring and managing costs for allocated budgets.</li><li>• Procure materials and services in a commercial manner, in compliance with company, legislative and regulatory requirements.</li><li>• Produce clear and concise reports for the assistant director and management team.</li><li>• Produce and deliver reports to committees, and senior colleagues</li><li>• Always strive to improve satisfaction, raise standards and reduce complaints</li><li>• Work with Trwsio's management team to identify and subsequently implement areas of improvement and efficiencies.</li><li>• Establish and implement a clear training and succession plan for your team to support development and growth of Trwsio.</li><li>• Work in partnership with other departments and organisations as required</li><li>• Maintain up to date knowledge on changes in legislation to meet obligations and implement best practice to improve services</li><li>• Clearly show a commitment to equal opportunities and customer care alongside established good practice, policies and guidelines</li><li>• Lead your team by motivating, coaching, training, and appraising and embedding the culture required to succeed.</li><li>• Demonstrate and Implement Health, Safety and Environmental (HSE) excellence to protect staff, customers and service providers.</li><li>• Be available as business continuity lead for the department as and when required on a rota basis.</li><li>• Deputise for the Head of Property Services as and when required.</li><li>•</li></ul>



No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Head of Service and Assistant Director.

PERSON SPECIFICATION	ESSENTIAL/ DESIRABLE
<b>QUALIFICATIONS</b>	
BSc (Hons) in Building or equivalent qualification or experience	E
Technical qualifications in construction/property/ compliance related disciplines or equivalent relevant training and experience	E
NEBOSH Fire/General Certificate or equivalent	D
Chartered member of the RICS or CIOB	D
Management Qualification	D
Evidence of continuing professional development	E
<b>EXPERIENCE</b>	
Experience of operating in a similar capacity in a housing or related organisation of comparable size, scope and complexity.	E
Significant experience of leading and managing technical roles in a housing or property management led organisation.	E
Experience of planning, monitoring and financial management of substantial scale projects.	E
Evidence of ability to interpret relevant information, analyse complex data and situations, review alternate solutions and come to speedy and well-informed decisions	E
Experience of developing service to achieve and maintain high-performance in-service delivery	E
Capable of delivering results to tight deadlines and under pressure.	E
Experience of contract management with evidence of working on pre and post tenders or similar project work	E
Experience of preparing and managing budgets as well as forecasting	E
Extensive experience of developing, implementing and presenting management reporting tools / dashboards and key performance indicators	E
<b>KNOWLEDGE</b>	
Knowledge and understanding of relevant legislation and standards such as CDM Regulations, Regulatory Reform Fire Safety Order 2005, Gas Safety Regulations, Electrical wiring Regulations, Control of Asbestos Regulations, Etc.	E
Excellent knowledge of all health and safety legislation relevant to property maintenance and construction projects including gas, electrical, fire, facilities management, asbestos, lifts and legionella management.	E
Able to demonstrate a significant knowledge of compliance and assurance requirements specific to the function areas, that has been	E

gained through extensive and relevant experience, including the implementation and management of work programmes and suppliers.	
Demonstrate a detailed knowledge of IT systems e.g. Keystone, Academy, Task, MIS ActiveH, Civica, Intelligent Energy SAVA	E
Able to drive performance improvements, operating within and promoting a performance management culture. Able to establish procedures and processes for the collation, review and monitoring of performance indicators.	E
<b>SKILLS</b>	
To be fully IT literate and proficient in Microsoft packages.	E
Able to use computer-based systems to maintain systems and records and produce documentation such as letters, reports, graphs, presentations etc.	E
Good interpersonal skills and a proven ability to communicate effectively at all levels.	E
Possess strong problem-solving skills	E
Excellent communication and presentation skills (verbal and written) and ability to report at a strategic level	E
Excellent communication skills.	E
Ability to work under pressure and meet tight deadlines.	E
<b>OTHER</b>	
Evidence of a successful track record in leading and motivating teams	E
Experience of performance management and ensuring that partners to Adra perform under a performance framework.	E
Ability to present written and verbal information in a clear and concise manner.	E
Level of numerical, written and verbal skills sufficient for the post	E
Willingness to work outside of normal office hours when required	E
Able to attend meetings for Adra and resident organisations.	E
Focused on achievement, setting clear targets and monitoring and reviewing progress.	E
Excellent attention to detail and the ability to rationalise situations involving complex data and/or situations	E
Able to interpret information in a range of formats including specifications, schedules and costings	E
A collaborative team worker who can build positive relationships and work effectively across boundaries and achieve results through others. An approachable manager with excellent interpersonal skills.	E
Committed to continuous improvement.	E
In possession of a full driving licence	E

<b>LANGUAGE</b>	
The ability to communicate (speaking and writing) fluently in both Welsh/English	E