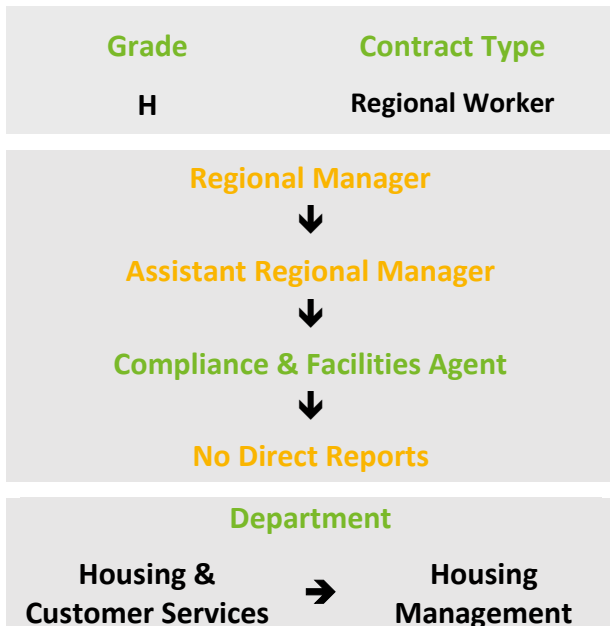


# Compliance & Facilities Agent



**Role Overview**

Ensure Your Housing Group's (YHG) estates (including internal and external communal areas) are clean, compliant and safe through the delivery of a holistic local service including planned work such as communal inspections and reactive works such as low-level maintenance to communal areas

## RESPONSIBILITIES

- Support the management and monitoring of Grounds Maintenance and Communal Cleaning
- Provide an initial point of contact for contractors and residents
- Ensuring compliance with Health and Safety of all communal areas, including the removal of hazards and reporting of repairs. Low level maintenance within communal areas such as light bulb changes
- Monitor condition of Play Equipment and Play Areas
- Estate inspections and resolution of actions raised (including reporting any issues to third parties such as fly tipping)
- Support the delivery of the Estate Management Policy which includes tree management, gritting, environmental crime
- Communal block and community centre inspections – follow on actions from audits and notice board management. Completion of scheme-based compliance checks, eg fire alarm testing, emergency light testing, Fire Risk Assessment actions, evacuation plans and signage, asbestos management, Legionella testing, lift and door entry checks – fob management, testing of warden call system, smoke alarm testing

## Our values



**Honest & Reliable**  
We are authentic, open and dependable; and we do what we say we'll do.



**Caring**  
We show kindness and consideration to our customers and each other.



**Respectful & Fair**  
We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Regular inspection of long-term voids and required compliance checks associated with these
  - Deal with or signpost customer queries and support the Group's approach to capturing and responding to customer feedback by taking the lead in proactively minimising and assisting in resolution of complaints
  - Health and Safety tasks including, bin management (moving bins for collection), support Gas/ Repairs and Maintenance Hub with site visits for example to support the team gain access, identification/removal and/or reporting of hazards in blocks and estates, fit keys safes to void properties to assist in the void management process
  - Record and report on matters relating to the general enforcement of tenancy conditions, including anti-social behaviour, nuisance, noise and other forms of harassment.
  - Effectively manage Health and Safety through management of risk, identify and report issues/breaches and effectively promote a safe work environment.
  - Positively contribute to overall strategic direction of the organisation and service improvement.
- Ensure Operational Standing Orders are followed, demonstrating value for money, undertaking responsibility in accordance with YHG Policy and Procedures.
- Undertake additional duties appropriate to the role and/or grade

## STRENGTHS

- |   |   |
|---|---|
| ✓ Self-motivated with a 'can do' proactive attitude | ✓ Ability to solve problems, flexible and adaptable, with the ability to respond to situations in line with YHG processes |
| ✓ Excellent interpersonal and communication skills  | ✓ Organisational skills with ability to maintain recording systems  |
| ✓ ICT skills to utilise mobile devices              | ✓ Excellent relationship building skills  |

## ESSENTIAL REQUIREMENTS

- |  |  |
|--|--|
| ✓ Knowledge and experience in identification and resolution of risks and hazards | ✓ Experience carrying out and implementing risk assessments and method statements                            |
| ✓ Experience in operational effectiveness equipment testing                      | ✓ Experience in carrying out and managing low level maintenance eg effecting signage or changing light bulbs |
| ✓ Experience in carrying out investigations audits and incident management       | ✓ GCSE Maths and English (or equivalent  |

## BENEFICIAL TO THE ROLE

- ✓ Knowledge of building construction
- ✓ Fire Marshall Training, Training in fire safety/water management/electrical safety/ asbestos management
- ✓ Tree Risk Assessments  
P402 Asbestos Surveying
- ✓ Flexible approach to working outside the hours of 9am to 5pm
- ✓ Royal Society for the Prevention of Accidents Inspection Certification (ROSPA)
- ✓ Institute of Occupational Safety & Health Managing Safety or NEBOSH (National Examination Board in Occupational Safety and Health) General Certificate

## Our values

 [yourhousinggroup.co.uk](https://yourhousinggroup.co.uk)

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

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Through our passion for housing, more people have a safe place to call home