

# Compliance Operations Manager



**Role Overview**

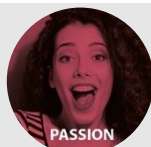
**Responsible for the leadership and management of an efficient and effective asset compliance servicing and maintenance contract management team, ensuring Your Housing Group’s regulatory and statutory asset compliance obligations are met.**

Part of the On Call Rota

## RESPONSIBILITIES

- Operational responsibility for ensuring compliance with statutory and regulatory asset compliance obligations and YHG service standards for services including Asbestos, Fire Safety Systems, M&E, Lifts and Water Hygiene.
- Develop and lead a highly competent Contract Management Team which delivers a broad range of services.
- Establish, implement and maintain a performance framework for the management of contractors delivering statutory and specialised servicing and repairs and take improvement steps where required.
- Financial planning, budget setting, and budget optimisation and Value for Money (VFM) for the Group’s statutory compliance requirements.
- Effectively manage risk, identify and report any issues/breaches relation to health & safety and to actively promote a safe working environment for all.
- Work proactively to minimise complaints, ensure complaints are responded to and resolved within agreed timescales, working closely with contractors to stop complaints escalating. Feed in to lessons learned to improve the future service delivery to customers based upon their feedback.
- Ensure that all statutory compliance obligations provided to customers and stakeholders across the Group are consistent with up to date legislation, health & safety and best practice.
- Develop creative technical solutions to maintenance and repair issues, embrace continuous improvement, seeking new and innovative building maintenance technologies.

### Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Lead on the procurement and commissioning of contracts, including preparing technical specifications and tender documentations.
- Part of the on-call rota.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Ability to produce clear, well-structured reports to Boards and management teams to aid effective decision making.
- Ability to identify, build, monitor and maintain constructive relationships with stakeholders by influencing their effective contribution and manage expectations to positively impact agreed business objectives.
- Ability to own, oversee and run internal projects remaining within budgetary and anticipated completion targets .
- Ability to create innovative solutions and exploit new opportunities resulting from changes within the regulatory and legal framework

## ESSENTIAL REQUIREMENTS

- ✓ Strong track record in delivering effective servicing and maintenance contracts to a large and diverse portfolio of mix tenure properties and associated budgets.
- ✓ Excel skills, such as VLOOKUP's, data analysis and manipulation.
- ✓ Strong Statutory, Regulatory and Legislative Compliance knowledge and knowledge of health and safety legislation, including CDM Regulations 2015
- ✓ Strong commercial/financial track record and experience of leading strategic business development, leading business through several cycles of business planning/execution and change.
- ✓ Experience of managing and leading staff and teams.
- ✓ Relevant building, maintenance, or compliance qualification and or experience.

## BENEFICIAL TO THE ROLE

- ✓ Asbestos, Fire Safety Systems, M&E, Lifts or Water Hygiene qualification and or experience.
- ✓ Professional membership of a relevant construction industry body i.e. Royal institute of Chartered Surveyors (MRICS).
- ✓ Full UK Driving License & Use of own vehicle.