

## ROLE PROFILE

<b>Job Title:</b> Compliance Contract Manager	<b>Role Reports to:</b> Senior Compliance Manager	<b>Business Function:</b> Asset Management	<b>Grade:</b> E
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<p><b>Job Purpose:</b></p> <p>Management of all service, repair and improvement contracts delivering Your Housing Group's statutory and regulatory activity in relation to Fire Safety and Electrical System installations, ensuring the delivery of a value for money quality service to customers delivered within budget and to service standard.</p> <p><b>Area wide responsibility with extensive travel; part of an On Call rota.</b></p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility and Resilience</li> <li>• Impact and Influencing</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Commercial Focus</li> <li>• Meeting Customer Needs</li> <li>• Future Focus</li> <li>• Problem Solving &amp; Decision Making</li> <li>• Building Relationships</li> <li>• Personal Learning &amp; Growth</li> </ul>
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### **Key Responsibilities:**

1. Appointed person, for our statutory obligations for Fire Safety and Electrical System installations, including fire risk assessment, fire fighting equipment, fire precautions, fixed wired electrical installations, specialist electrical equipment and all risk reduction activity.
2. Organisation lead for Group for specified risk area (Electrical Installations and Equipment or Fire Safety)
3. Provide a lead technical role for all investment and new development projects and act a compliance and specialised services lead.
4. Develop performance specifications and service standards for area of responsibility and support the procurement and commissioning of contracts.
5. Operational responsibility for ensuring compliance with statutory and regulatory obligations and YHG service standards, policies and procedures for Fire safety and electrical system installation contracts and partnerships, including 3rd party Quality Assurance auditors.
6. Assist with financial planning, budget setting, and budget optimisation and Value for Money (VFM) for the Group's statutory compliance requirements and the day to day management of budget expenditure.
7. Support procurement activity and manage the day to day operational delivery of statutory compliance contracts.
8. Manage the delivery of servicing, responsive repairs, maintenance and improvement programmes of work for the Group and establish, implement and maintain a performance framework for the management of contracts delivering statutory and specialised equipment across the group.
9. Keep up to date with developments in best practices, products and techniques. Keep abreast with legislation changes and amendments to codes of practice and introduce measures to ensure and maintain compliance with legal obligations.
10. Provide advice, support and collaborate with the central and local teams to all core and specialist teams, including housing, repairs and investment staff across Group, including technical guidance, training or support relating to specialist equipment and risk management to all staff across the group to ensure compliance with YHG policies, procedures all legal obligations.
11. Build and manage positive and productive relationships with staff, external partners, Board Members, regulators and other key stakeholders through which we deliver services.
12. Monitor the performance and quality of work carried out by consultants and service providers, analyse feedback to ensure all works are carried out in accordance with agreed service standards and legislation and lead Monthly contractor performance meetings, monitor contractor performance and ensure continuous improvement, develop improvement plans.

- 13.** Prepare and develop design briefs, undertake feasibility and option appraisal exercises. Prepare technical specifications and tender documentation for the delivery of specialist mechanical & electrical related works and or appointment of specialist consultants
- 14.** Manage all compliance activities delivered internally and external through third party suppliers to ensure all statutory inspections are undertaken and or risk reduction activity , reactive repairs to specialised equipment is completed within timely manner and to the agreed standard.
- 15.** Carry Monthly contractor performance meetings, monitor contractor performance and ensure continuous improvement, develop improvement plans.
- 16.** Ensure that all residents and customers are fully involved within the delivery of the service.
- 17.** Act as specialist lead and undertake regular incident management investigations and complaint investigation in line with group procedures, analyse trends and introduce strategies in service delivery to improve services for stakeholders.
- 18.** Monitor expenditure, manage the contract authorisation and payment process, identify opportunities to value engineer service delivery and ensure compliance with the Group approach to service charge setting and Financial standing orders are maintained at all times and manage all supplier queries relating to the delivery of the contract.
- 19.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Strong track record in managing and delivering effective servicing &amp; maintenance contracts to a large and diverse portfolio of mix tenure properties and associated budgets.</li> <li>Proven track record managing statutory compliance contracts with significant knowledge and proven track record of procurement activity and optimising technology to drive value</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of repairs and Compliance ICT systems including Orchard Housing management.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to drive continuous improvement in contract performance and operational service improvements.</li> <li>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.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Strong commercial/financial track record and experience of leading operational business development, supporting business through several cycles of business planning/execution and change.</li> <li>Experience leading and investigating formal complaints which may arise. Will be an operational contact for Your Housing Group with contractors and consultants and other Key stakeholder groups.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of creating innovative solutions and exploitation of new opportunities resulting from changes within the regulatory and legal framework.</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>Relevant building, maintenance, compliance or facilities management qualification and or experience e.g. VRQ level 4 Gas safety management, Gas Safe or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Professional membership of a relevant construction industry body i.e. Association of Gas Safety Managers</li> </ul>

<b>People Management Responsibility?</b>	Line management responsibility, including coaching, development and performance management.
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Work closely with key internal colleagues and external partners to ensure our statutory obligations are met.
<b>Safeguarding of Children Young people and Vulnerable Adults</b> Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

<b>Key Role Performance Indicators</b>
<ol style="list-style-type: none"> <li>1. All allocated service areas achieve 100% compliance daily in correlation to YHG processes.</li> <li>2. All respective budgets are managed and are maintained within 10% tolerance +/-</li> <li>3. Zero open work orders are to reach 28days+ over their allocated target</li> <li>4. All Operational Contracts are managed via effective use of KPI's and Contractor Information.</li> <li>5. All customer complaints are resolved in line with current policy, procedure and service targets.</li> <li>6. A monthly team member 1-2-1/PDR meeting is undertaken and recorded in line with YHG PDR Procedures.</li> <li>7. An accurate and up to date knowledge of all relevant legislation, guidelines and ACOPs is maintained at all times.</li> <li>8. All aspects of the YHG Management Charter are adhered to.</li> </ol>

<b>Date Role Profile Created/Updated:</b>	<b>November 2018</b>
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