

ROLE PROFILE

Job Title: Compliance & Facilities Agent	Role Reports to: Compliance & Facilities Team Leader	Business Function: Core Housing Management	Grade: H
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Job Purpose: <p>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.</p>	Key Competencies: <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Commercial Focus • Gathering and Seeking Information • Innovation • Problem Solving and Decision Making • Future Focus
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Key Responsibilities:

1. Completion of Monthly/Weekly Scheme Based Compliance Inspections
2. Management & Monitoring of Fire Risk Assessment Actions
3. Support Gas/Repairs and Maintenance Hub with site visits for example to support the team with gaining access
4. Support the management and monitoring of the Grounds Maintenance and Communal Cleaning contractors
5. Ensuring compliance with Health and Safety of all communal areas, including the removal of hazards and reporting of repairs
6. Monitoring of condition of Play Equipment and Play Areas
7. Provide an initial point of contact for contractors and residents
8. Low level maintenance within communal areas e.g light bulb changes
9. Legionella & PAT (Portable Appliance Testing) responsibilities for YHG schemes/sites across the business
10. Deal with or signpost customer queries as appropriate
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge and experience in identification and resolution of risks and hazards 	<ul style="list-style-type: none"> • Knowledge of building construction • Experience in using Datix and Orchard software • Knowledge and experience in the application of 'No Access' procedures • Flexible approach to working outside the hours of 9am to 5pm
Skills	<ul style="list-style-type: none"> • Self-motivated with a 'can do' proactive attitude • Ability to solve problems be flexible and adaptable and able 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 	

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience carrying out and implementing risk assessments and method statements • Experience in operational effectiveness equipment testing • Experience in carrying out investigations audits and incident management • Experience in carrying out and managing low level maintenance for example effecting signage or changing light bulbs 	
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> • Royal Society for the Prevention of Accidents Inspection Certification (ROSPA) • Fire Marshall Training • P402 Asbestos Surveying • Tree Risk Assessments • Training in fire safety/water management/electrical safety/asbestos management • Institute of Occupational Safety & Health Managing Safety or NEBOSH (National Examination Board in Occupational Safety and Health) General Certificate

People Management Responsibility?	This role has no line management responsibility
Budgetary Responsibility?	This post has no budgetary responsibility
Key Relationships (internal/external)	Compliance/Repairs Hub, Operational Teams, Scheme and Building Managers, Customers. Contractors
Safeguarding of Children Young people and Vulnerable Adults 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.	

Key Role Performance Indicators	
1. Ability to demonstrate that 100% of communal inspections have been completed each month with 95% completed and uploaded to Orchard and Documotive within 24 hours of completion date. 2. Ability to demonstrate that 90% of actions arising from Fire Risk Assessments have been raised/logged through the appropriate channels within 15 working days with a risk and cost based approach driving these decisions. 3. Ability to demonstrate that 100% of all outstanding gas service addresses have been visited, carded (where necessary) and recorded on Orchard & Documotive within 24 hours of receiving instructions. 4. Ability to demonstrate that 100% of all incidences of hazards in communal areas managed in accordance with clear landing (TORT) procedure within 24 hours of report/discovery. 5. Get involved with at least one cross team project involving colleagues/teams from another department across the business and demonstrate a positive outcome for YHG customers.	

Date Role Profile Created/Updated:	November 2018
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