

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Site Compliance Officer	Compliance & Facilities Team Leader	Housing Management	Compliance & Specialised Services	H

<p><b>Job Purpose:</b></p> <p>Ensure Your Housing Group's Sefton Park high rise schemes (both internal and external communal areas) are kept clean, compliant and safe, underpinned through the delivery of a professional, holistic service.</p> <p>Maintaining and upholding planned work including communal inspections and reactive works (low level maintenance) to communal areas on a daily, weekly, monthly and ad hoc basis.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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**Key Responsibilities:**

1. Undertake Grounds Maintenance and Communal Cleaning duties as required e.g. daily/weekly.
2. Provide an initial point of contact for contractors.
3. Ensure compliance with Health & Safety of all communal areas, including the removal of hazards and reporting of repairs.
4. Conduct estate inspections and resolution of actions raised (including reporting any issues to third parties e.g. fly tipping)
5. Support the delivery of the Estate Management Policy internally and externally e.g. tree/garden management, gritting and environmental crime
6. Communal block inspections – follow on actions from audits and notice board management
7. Encourage and develop an amicable community within all Sefton Park blocks
8. Completion of weekly compliance testing (fire alarm, emergency lights, smoke alarms, Legionella checks, Fire Risk Assessment and follow up actions, Evacuation plans and signage, lift and door entry, fob management.
9. Deal with or signpost customer queries as appropriate to responsible person at YHG. Conduct daily block landings check, report and enforce non-compliance to YHG as per clear landing/communal area policy
10. Low level maintenance within communal areas such as light bulb changes (as and when required).
11. Lone work or as part of a team, including minimum cover on other Sefton Park block sites in case of emergency as required.
12. Bin Management (moving bins for collection and encourage recycling and waste management)
13. Support Gas/ Repairs and Maintenance Hub (e.g. site visits to support access)
14. Identification/removal and/or reporting of hazards in high rise blocks
15. Work closely with Property Agent in regard to matters relating to the general enforcement of tenancy conditions, including anti-social behaviour, nuisance, noise and other forms of harassment.
16. Adhere to Safeguarding Policy and procedure at all times (where appropriate refer customer at risk to appropriate agency/Property Agent).
17. Effectively manage Health and Safety through management of risk: identify and report issues/breaches and effectively promote a safe work environment for all.
18. Record, report and log all risks/incidents using Datix.
19. Ensure Financial Standing Orders are followed at all times (demonstrate value for money) ; Maintain efficient ordering and monitoring of stock levels.

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| <p><b>20.</b> Support YHG's approach to capturing and responding to customer feedback and proactively assist in resolution of complaints.</p> <p><b>21.</b> Undertake additional duties appropriate to the role and/or grade.</p> |
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	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge and experience in identification and resolution of risks and hazards</li> </ul>	<ul style="list-style-type: none"> <li>Datix and Orchard software</li> <li>Knowledge and experience in the application of 'No Access' Procedures</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Self-motivated with a 'can do' proactive attitude</li> <li>Ability to solve problems, be flexible and adaptable and able to respond to situations in line with YHG processes</li> <li>Organisational skills with ability to maintain recording systems</li> <li>Excellent interpersonal and communication skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Grounds and building maintenance</li> <li>Carrying out and implementing risk assessments and method statements</li> <li>Operational effectiveness equipment testing</li> <li>Carrying out investigations, audits and incident management in relation to the role</li> <li>Carrying out and managing low level maintenance e.g. effecting signage or changing light bulbs</li> </ul>	<ul style="list-style-type: none"> <li>Working outside the designated working hours in the case of emergency or training requirements</li> </ul>

	Essential	Desirable
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• Basic Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE English and Maths or equivalent</li> <li>• Training in fire safety/water management/electrical safety</li> <li>• IOSH (Institute of Safety &amp; Health) Managing Safety or NEBOSH NEBOSH (National Examination Board in Occupational Safety and Health) General Certificate</li> <li>• ROSPA Royal Society for the Prevention of Accidents) General Certificate</li> <li>• Fire Marshall Training</li> <li>• Tree Risk Assessments</li> </ul>

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Customers, Compliance/Repairs Hub, Operational Teams, Scheme and Building Managers, Contractors
<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>
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| <ol style="list-style-type: none"> <li>1. Manage the Group's clear landing approach at all times</li> <li>2. Provide a high-quality Cleaning service to both internal and external areas and reduce complaints by 20% over all</li> <li>3. Ensure that all FRA recommendation are implemented within the prescribe time</li> <li>4. Reduce the number of high risk action by 10%</li> <li>5. Ensure information within the Fire service girder box is accurate and update (emergency details for vulnerable resident in case of fire).</li> </ol> |
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<b>Date Role Profile Created/Updated:</b>	<b>April 2020</b>
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