

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Compliance Contract Manager – Electrical & Fire Safety Systems	Compliance Operations Manager	Asset Management	Asset Compliance	E

<p>Job Purpose:</p> <p>Management of servicing and responsive repair contracts to ensure Your Housing Group’s regulatory and statutory compliance obligations are met, in relation to Asbestos and Legionella Management obligations.</p> <p>Part of the On Call Rota</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Lead the day-to-day management of appointed contractors, ensuring services, repairs and improvement works are completed on time, deliver value for money and a quality service to customers. Lead monthly contractor performance meetings and ensure continuous improvement.
2. Lead for ensuring compliance with statutory and regulatory obligations and the Group's service standards, policies and procedures for Asbestos & Legionella management; responsibility for the delivery of the Group's Legionella management regime, including water risk assessments, temperature monitoring and clean/disinfections.
3. Develop performance specifications, service standards and contract management procedures for areas of responsibility.
4. Monitor and report on the performance and quality of work carried out by contractors (including on-site audits) to ensure all works are carried out in accordance with agreed service standards and legislation.
5. Monitor and report on budget expenditure, manage the contract authorisation and payment process, appropriately auditing financially and technically all works including the provision and acceptance of quotations and financial claims.
6. Identify opportunities to value engineer service delivery and ensure compliance with the Groups approach to service charge setting and Operational Standing Orders.
7. Assist with financial planning and budget setting, developing and maintaining asset registers and condition reports in order to shape future investment programmes.
8. Support the procurement and commissioning of contracts, including preparing technical specifications and tender documentations.
9. Asbestos & Legionella lead, providing technical guidance and support to teams and projects (repairs, investment and new build projects), preparing and developing design briefs, undertaking feasibility and option appraisal exercises.
10. Review and develop policies and procedures governing service delivery.
11. Develop creative technical solutions to maintenance and repair issues, embrace continuous improvement, seeking new and innovative building maintenance technologies.
12. Undertake incident management and complaint investigations in line with group procedures, analysing trends and strategies to improve services for stakeholders.

13. Build and manage positive and productive relationships with contractors, staff, customers, regulators and other key stakeholders through which we deliver services.
14. Keep up to date with developments in best practices, products and techniques, legislation changes and amendments to codes of practice and introduce measures to ensure and maintain compliance.
15. Part of the on-call rota.
16. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Thorough understanding of the Control of Asbestos Regulations 2012 and associated ACoP L143 and Guidance documents HSG 264, 247 and 248 • Knowledge of social housing, specifically building compliance obligations • Knowledge of health and safety legislation, including CDM Regulations 2015. 	<ul style="list-style-type: none"> • Thorough understanding of ACoP L8 and HSG 274 part 1 and 2
Skills	<ul style="list-style-type: none"> • Ability to communicate effectively (both written and verbally) to a diverse range of stakeholders • Ability to explain complex repairs & maintenances issues to a non-technical audience • Ability to confidently influence at all levels • Ability to manage a number of services and projects simultaneously, often with conflicting priorities • Ability to develop strong collaborative working relationships with staff, customers and contractors 	

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience in managing the delivery of Asbestos surveys and remediation/removal works, including on site audits. • Experience of managing external contractors and the development and application of performance management procedures • Experience of setting and managing budgets and expenditure reporting. • Experience of working in situations which require strict adherence to schedules and deadlines. • Experience of producing a variety of written documents including responses to customer complaints, design briefs, technical specifications, performance reports, policies procedures & management plans 	<ul style="list-style-type: none"> • Experience in managing the delivery of Legionella management regimes. • Experience of working with housing/asset management ICT Systems, for example Orchard and Keystone
Qualifications/Education	<ul style="list-style-type: none"> • BOHS P402 Surveying and Sampling Strategies for Asbestos in Buildings • BOHS P405 Management of Asbestos in Buildings. 	<ul style="list-style-type: none"> • BOHS P901 Legionella Management and Control or equivalent • HNC or HND (or equivalent) in a construction related discipline

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	Budgetary responsibility of around £2.5m per annum
Key Relationships (internal/external)	Compliance, Planned Maintenance, Development, Finance, Procurement, Health & Safety and Housing Management teams, contractors and customers

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. All servicing completed in line with compliance obligations
2. Open repairs jobs do not reach 28 days over their allocated target
3. All customer complaints are resolved in line with current policy, procedure and service targets
4. All operational contracts are managed via effective use of KPI's and contractor management procedures
5. Monthly reporting of budget expenditure, highlighting any potential over/under spend
6. An accurate and up to date knowledge of all relevant legislation, guidelines and ACOPs is maintained at all time

Date Role Profile Created/Updated:	January 2022
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