



## Job Role Profile

	<b>Job Title:</b>	Head of Building Safety and Compliance
	<b>Department:</b>	Property Directorate
	<b>Direct Manager:</b>	Director of Property
	<b>Location:</b>	Craven Arms, Hybrid but working across our Geography.
1	<b>Job Purpose:</b>	<ul style="list-style-type: none"><li>▪ Lead on Connexus compliance with statutory regulation for building and customer safety including the requirements of the Building Safety Act 2022, Social Housing Regulation Act 2023 and Compliance regulation e.g. Gas Safety (Installation and Use) Regulations 1998 and the Fire Safety Order 2005.</li><li>▪ Lead and support a team providing building safety and compliance services, to ensure they are focused on achieving best practice in building safety and ensuring customer safety.</li><li>▪ Lead the capture and retention of property asset data and building safety information.</li><li>▪ Engaging with colleagues and customers on building safety and compliance policies and standards.</li><li>▪ Ensure compliance with relevant legislation and statutory requirements and manage a level of appropriate risk.</li><li>▪ As a member of Connexus Senior Management Team (SMT) provide strong visible and collective leadership across Connexus delivering our strategic vision and PRIDE values.</li><li>▪ Provide assurance reports to Executive Management Team, Committees and to the Board.</li></ul>
2	<b>Dimensions:</b>	<ul style="list-style-type: none"><li>▪ This is a critical role within Connexus to ensure building safety works are delivered in line with regulation demonstrating compliance against property health and safety in all areas.</li><li>▪ Provide advice on building and customer safety issues and related health and safety legislation and technical matters to Senior Management Team.</li></ul>

	<ul style="list-style-type: none"> <li>▪ Communicate to the wider organisation changes and updates issued by the Social Housing Regulator and any innovative approaches to building and customer safety issues.</li> <li>▪ Ensuring that systems are in place and are continually developed to manage building safety and compliance data.</li> <li>▪ Ensuring property safety data integrity across stock condition and service registers, utilising the team to collect and manage data as required. This will involve developing strong relationships with the ICT team.</li> <li>▪ Ensure compliance with Connexus Standing Orders and Financial Regulations including Connexus procurement policy.</li> <li>▪ To ensure that equality and diversity in the workplace and the services provided are in accordance with Connexus policy and standards.</li> </ul>
<b>3</b>	<p><b>Principal Accountabilities:</b></p> <ul style="list-style-type: none"> <li>▪ Build a culture of high performance and inspiring colleagues to support the delivery of Connexus solutions in the delivery of building, colleague and customer safety and compliance.</li> <li>▪ Develop a high performing team with a focus on developing and growing individual skill sets and competencies across the team.</li> <li>▪ Develop and utilise digital technologies/systems to make efficiencies and improvements in service delivery.</li> <li>▪ Ensure the integrity of the Property Data is regularly checked and audited and that all upgrades and enhancements to data software systems are implemented and documented.</li> <li>▪ Ensure continuous improvement and review is embedded within the team and promote and foster a culture in which challenge, innovation and creative solutions are the norm.</li> <li>▪ Ensure that there is clear and consistent focus in delivering an inclusive and outstanding customer service.</li> <li>▪ Develop and implement innovative approaches and solutions in the delivery of building safety and compliance to enhance levels of service and minimise costs.</li> <li>▪ Ensure that the building safety and compliance improvement plan is implemented.</li> <li>▪ Embed a culture of assurance, openness and integrity across the building safety and compliance team.</li> <li>▪ Have oversight of internal and external audits and external reviews and ensure that a positive culture of learning from the audit outcomes is embedded in the team and colleagues within Connexus.</li> <li>▪ Ensure all services are managed and delivered within approved budgets and identify value for money outcomes.</li> <li>▪ Ensure compliance with Connexus procurement policy when engaging Contractors and specialist companies.</li> <li>▪ Ensure contractors and specialist suppliers consistently achieve the performance standards set out in contracts and that adequate controls are in place to manage risk.</li> <li>▪ Ensure compliance with Connexus Contract, Contractor and CDM policy.</li> <li>▪ Ensure third party audit contractors are engaged to provide assurance reports that are provided to Senior Management Team, Executive Management Team, Committees and Board as and when required.</li> <li>▪ Ensure that the team fully comply with statutory and regulatory requirements and that all policies and procedures are regularly reviewed.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ensure that the team are competent for the roles undertaken by them and agree the standard of competency required for colleagues and contractors delivering building safety and compliance works for Connexus.</li> <li>▪ Review training programmes to ensure they are up to date with changes in regulation, safety advice and innovative technologies.</li> </ul>
<b>4</b>	<p><b>Key Performance Measures:</b></p> <ul style="list-style-type: none"> <li>▪ Customer first culture embedded in line with Connexus Offer to customers.</li> <li>▪ Delivery in all building safety areas – 100% compliance.</li> <li>▪ Ensure customers not only are safe in their homes but also feel safe.</li> <li>▪ All works carried out in line with Connexus Health &amp; Safety policies and procedures.</li> <li>▪ Colleagues Involved in delivering building safety and compliance work are competent, trained and engaged.</li> <li>▪ Ensure substantial assurance is maintained on all relevant internal audits.</li> </ul>
<b>5</b>	<p><b>Knowledge, Skills &amp; Experience:</b></p> <ul style="list-style-type: none"> <li>▪ Relevant senior experience managing a building safety and compliance service within the Social Housing sector.</li> <li>▪ A minimum of 5 years' experience in a senior property health and safety environment managing a multi disciplined team, delivering building and customer safety works including, Gas, Electrical, Lifts, Asbestos, Water Hygiene services and Fire Safety.</li> <li>▪ Knowledge and understanding of current building, customer and colleague safety legislation and the future facing the social housing sector including social housing regulatory requirements.</li> <li>▪ Knowledge and understanding of software programs, building safety, compliance, and asset data systems.</li> <li>▪ Experience of developing and implementing property health and safety frameworks e.g.: policies, procedures, processes, and systems</li> <li>▪ Demonstratable strategic leadership skills, being innovative and results driven, leading others to innovate and change.</li> <li>▪ Exceptional leadership skills to motivate, guide and inspire a team.</li> <li>▪ Knowledge and understanding of legislation, regulation, and best practice applicable to delivering a customer focused building safety and compliance service.</li> <li>▪ A thorough knowledge of contract preparation, contract law, and an open and progressive approach to contract management including experience of managing contracts delivered by in house team, external contractors, and specialist companies.</li> <li>▪ A thorough knowledge of relevant health and safety legislation including Construction Design and Management Regulations and general contractors' health and safety compliance.</li> <li>▪ Knowledge of contract preparation, contract and procurement law, frameworks, and an open and progressive approach to contract and contractor management</li> <li>▪ Effective influencing and negotiating skills.</li> <li>▪ Decisive, with a logical approach to decision making.</li> <li>▪ Responds positively and can work constructively under pressure.</li> <li>▪ Proven experience in managing budgets and financial controls and recognises the importance of surplus, deficit, and value for money.</li> <li>▪ Experience in producing statistical monitoring data of performance against indicators.</li> <li>▪ Experience of performance management, project planning, programming, and monitoring.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Experience of writing and presenting financial and performance reports</li> <li>▪ Excellent communication skills to produce clear and effective documentation and reports.</li> <li>▪ Excellent organisational skills to cope with a fast-changing environment and multiple concurrent tasks and able to prioritise and organise tasks for self and others.</li> <li>▪ Able to attend seminars, meetings and events representing Connexus in a senior management capacity.</li> </ul> <p>Proven and extensive customer service skills and a proactive attitude to a quality delivery provision.</p> <ul style="list-style-type: none"> <li>▪ Have a full driving license as the role will involve travel.</li> </ul>
<b>6</b>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>▪ Educated to degree level in a relevant discipline; or can demonstrate considerable experience.</li> <li>▪ Recognised qualification in Building/Construction/Property Maintenance/Compliance (for example VRQ level 4 in Gas Safety Management in Social Housing; VRQ 4 in Electrical Safety Management; VRQ 4 in Asset and Building Management Compliance).</li> <li>▪ Leadership/management qualification, or can demonstrate considerable experience working at this level.</li> <li>▪ Evidence of continued professional development.</li> </ul>
<b>7</b>	<p><b>Key Relationships:</b></p> <ul style="list-style-type: none"> <li>▪ Heads, of Service, Executive Management Team, Committees and Board</li> <li>▪ Key stakeholders including internal teams, contractors, supply chain partners, consultants and the wider social housing repairs and maintenance groups.</li> </ul>
<b>8</b>	<p><b>Organisation Chart:</b></p> <ul style="list-style-type: none"> <li>▪ Reporting to: Director of Property</li> <li>▪ Direct reports: Three Senior Managers</li> </ul>
<b>9</b>	<p><b>Standard Requirements Applicable to all Roles:</b></p> <ol style="list-style-type: none"> <li>1. All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility.</li> <li>2. All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities.</li> <li>3. All individuals are expected to carry out their duties and responsibilities having regard to the company's commitment to providing a customer focused service.</li> <li>4. Act as an ambassador for the Group at all times during the course of your duties.</li> <li>5. Ensure compliance with requirements under the GDPR Regulations 2018 and follow the Group's GDPR policy and procedures relating to confidentiality.</li> <li>6. To promote equality and diversity and to treat everyone with fairness and dignity and be committed to the principles of Equality and Diversity.</li> <li>7. To recognise health and safety as a responsibility of every individual, to take reasonable care of oneself and others in the workplace and comply with policies, relevant legislation and any service specific procedures that may apply to the role.</li> <li>8. Ensure practice is firmly rooted within the Children and Adults Safeguarding framework. As an organisation we take an assertive approach to ensuring the safety and well-being of all</li> </ol>

	children and adults with care and support needs and colleagues will need to demonstrate an understanding and commitment to best safeguarding practice.
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