

Job Description & Person Specification

Job Title:	Compliance Manager (Gas)
Directorate:	Homes
Reports to:	Head of Compliance
Direct Reports:	Compliance Coordinator

Job Purpose

You are responsible for the effective delivery of Gas compliance, implementing controls and actions identified following annual landlord gas safety checks, proactive 2nd line assessments and independent external reviews. You will manage associated contracts to ensure we meet the requirements of our Gas & Solid Fuel Policy. You will lead and be the Responsible person in the management of Gas Compliance, ensuring appropriate 1st line and 2nd line assurance auditing is carried out across all gas safety related areas. Assisting with the effective development and maintenance of compliance policies, procedures, certification and other documentation. Maintaining the integrity and control landlord compliance data, reporting and escalating non-compliances to the Head of Compliance. Promoting a positive landlord health and safety/compliance focused culture across the Association. Manage Cyclical Maintenance and Landlord Compliance Contracts.

Key Responsibilities

- Instruct, co-ordinate and manage LLH&S associated contracts, surveys, risk assessments and processes ensuring that remedial works, tasks and controls measures are implemented. Key area Gas Safety.
- Assist in the management of the estates management contracts ensuring that statutory/non-statutory testing and inspections are undertaken, audited and completed on time with remedial repairs and works completed.
- Co-ordinate landlord compliance work within agreed budgets to pre-defined quality standards and frequency of testing/inspections.
- Assisting the Head of Compliance in developing processes and control measures to prevent or mitigate non-compliance of legal guidelines and internal policies and procedures.
- Undertake monthly internal compliance audits (1st line of defence) utilising a compliance control framework.
- Complete and accurately record post inspections of compliance and estates management works for quality, safety and contract management purposes.
- Produce a range of LLH&S reports (including Key Performance and Performance Indicators) to the Head of Compliance.
- Complete HHSRS assessments and compliance surveys, developing remedial action plans and cyclical programmes of work.
- Contribute to organisational performance through cross departmental working, to meet objectives set out in the Association's emerging Asset Management Strategy.
- Assist the Interim Head of Compliance with the procurement and formal engagement of contractors to ensure planned and cyclical compliance work orders are completed within pre-determined targets.
- Provide cross team training and advice to staff, including the correct use of compliance systems.
- Assist in the preparation of cyclical statistical returns, reports and data collation for external stakeholder.

- Monitoring LLH&S contracts, ensuring servicing and maintenance is complete in line with Association schedules – chasing, liaising on corrective actions, challenging invoices when required.
- Processing invoices in all areas of LLH&S in line with the Associations financial regulations.
- Ensuring records of serviceable components are updated and accurate for compliance reporting on housing management, compliance and asset management systems.
- Assist in the procurement, tendering and management of contracts covering LLH&S.
- Chairing contract meetings when required as well as producing minutes, preparing agendas and managing action logs to ensure matters arising from meetings are addressed.
- Manage online and offline compliance and housing management systems ensuring new data entry and data maintenance is accurate.
- Monitoring landlord Compliance databases, producing reports, instructing works and implementing controls on behalf of the Head of Compliance.
- Liaise with software providers and IT team to ensure the Associations software performance is adequate and fit for purpose.
- Creating, amending and implementing processes and procedures to continuously improve the landlord compliance functions under direction of the Head of Compliance.
- Undertake any other duties as instructed by the Head of Compliance.
- Complete performance reviews and regular one-to-one meetings, working with the people team to support colleague development.

General Requirements

- Uphold the Group's Values, Code of Conduct and to be aware of and comply with the requirements of all the Group's Policy Documents and Statements and all relevant regulatory frameworks established by our Regulators.
- Build strong internal and external relationships and ensure great outcomes for our customers
- To promote equality, diversity and inclusion in the workplace.
- Ensure that you are polite, respectful and professional in all dealings with colleagues, tenants, customers and the wider community.
- To be aware of and apply the principles of Value for Money and Risk Management at a level commensurate with the responsibilities of the post.
- To be responsible for health and safety and welfare of yourself and all colleagues. Follow health and safety procedures at all times.
- To ensure the confidentiality of information and adherence to data protection requirements in respect of your work at all times.
- To ensure accurate data is entered onto ICT / housing management systems at all times and, where appropriate, complies with the requirements of the Data Quality standards and the Group's IT policies.

Person specification and qualifications

- ACS Gas Safe registered
- Experience of providing sound advice on landlord compliance to key stakeholders
- Good knowledge of CDM 2015
- Good working knowledge of general areas of Health Safety and Landlord Compliance (including Fire, Asbestos, Legionella, Lifting Equipment, Gas and Electrical safety)
- Experience of undertaking HHSRS assessments and estates management inspections
- Experience of establishing and maintaining compliance data bases and administrative systems

- Experience in developing policies and procedures
- Experience of working effectively in a collaborative environment
- Experience of contract management in a gas environment
- Experience of carrying out compliance audits and risk assessments – desirable
- Relevant professional building, construction or Gas safety qualification (Such as an HNC or ASGM Level 4 qualification) – desirable
- NEBOSH General Certificate – desirable
- IOSH Managing Safely– desirable
- NEBOSH Construction Certificate – desirable
- Commercial Gas qualification – desirable
- Managing Asbestos in Residential Buildings (P405) – desirable
- Membership of a professional body – desirable
- C&G Role of the Responsible Persons of Hot and Cold Water Systems – desirable
- HHSRS Certificate – desirable
- Ability to drive and hold current clean driving licence valid in UK.
- Willing to attend meetings and open days as required, some of which may be outside normal working hours and weekend working on occasion.