



## JOB DESCRIPTION

**JOB TITLE:** Property Services Manager (Compliance)

**DEPARTMENT:** Property Services

**RESPONSIBLE TO:** Senior Manager, Asset & Compliance

**RESPONSIBLE FOR:** Under the overall management from the Head of Property Services you will be responsible for all property compliance relating to the performance of Property Services functions including gas installations, servicing and repairs, electrical safety, fire safety, building safety, legionella, asbestos, and lifts.

**PURPOSE OF THE JOB:** Under the overall management from the Head of Property Services you will be responsible for all Health & Safety property compliance.

You will be required to continue to lead and develop compliance for all service areas to achieve and maintain top quartile performance in all categories. This includes, liaising with customers and their representatives in areas of developing service delivery.

Responsible for ensuring appropriate arrangements are in place to that the team is effectively managed, has a clear focus on quality, health and safety, customer focus, and is motivated to achieve challenging objectives.

## **SPECIFIC RESPONSIBILITIES:**

### **CORPORATE MANAGEMENT**

- 1** Work collaboratively within Ocean Housing and across the Group promoting the Company values and behaviours, joint working and problem solving.
- 2** Contribute to the development and delivery of Ocean Housing Ltd.'s Company Plan, and lead on the development and delivery of relevant team plans, and other strategic plans.
- 3** Create productive networks and develop positive working relationships with partner organisations and agencies.
- 4** Enhance the reputation of the organisation by positively promoting Ocean amongst key stakeholders and partners locally, regionally and nationally.

### **OPERATIONAL MANAGEMENT**

- 1** Ensure that the Company is fully compliant with all regulatory requirements.
- 2** Ensure that all policies and work undertaken by or on behalf of the company complies with current health and safety and property compliance legislation, regulations, code of practice, and regulatory standards, and that all risk management procedures are followed. Ensure that all safety inspection programmes and works are planned to agreed timescales and stringently monitored.
- 3** To maintain company accreditation for all M&E regulatory bodies including, but not limited to:
  - Gas Safe, NICEIC, Oftec, HETAS, MCS, PAS 20/30
  - Ensuring relevant staff are qualified and registered
  - Maintaining a quality and audit policy and procedure
  - Keep abreast of regulatory and accreditation requirements to ensure that these requirements are constantly achieved
  - Advise on changes to regulation and requirements and proactively bring them to the attention to staff and managers.
- 4** Advise on, create and maintain procedures for all compliance service developments and improvements to ensure that all business, departmental and customer objectives are achieved.

- 5 Analyse and manage performance across all compliance functions and make recommendations for continuous improvement that drives performance towards top quartile delivery.
- 6 Undertake benchmarking with comparable organisations, recommending actions to address findings.
- 7 Prepare and present monthly performance reports detailing the physical and financial progress on all work areas, projects and services being managed by the team, ensuring these are produced accurately, on-time and detail any necessary corrective actions.
- 8 Responsible for promoting and embedding a culture of 'right first time' in all areas of the service.
- 9 Provide overall strategic, operational and timely interventions to ensure effective planning and allocation of resources relating to the area of business the meets and exceeds customer expectations.
- 10 Contribute to Ocean Housing's budget setting and business planning processes.
- 11 Demonstrate initiative, forward-thinking and awareness of new developments in Property Maintenance practice and technology advancements to derive maximum benefits for our customers.
- 12 Provide professional advice and support to Ocean Housing as required.
- 13 Manage 'crisis' situations, with support from the Management Team.
- 14 Ensure staff are well trained on how to maximise the use of IT systems, with support from other IT specialist staff.
- 15 Identify and implement necessary improvements to processes and IT systems.

## PEOPLE MANAGEMENT

- 1 Demonstrate effective leadership, providing motivation and direction to direct reports and wider staffing teams.
- 2 Empower and give appropriate delegated authority to staff at all levels.
- 3 Ensure delivery of a thorough staff induction programme for all new staff setting clear standards to be achieved.

- 4 Recruit, supervise, coach and support the development of direct reports to provide a professional service to tenants and other customers and ensure that staff meet performance objectives and targets.
- 5 Enable and promote a culture of innovation, joint working, employee involvement and positive problem solving across the department and wider organisation.
- 6 Responsible for creating a performance orientated culture, recruiting, managing and motivating all staff ensuring that appropriate work plans, appraisals, 1:2:1 supervision, appraisal and staff development programmes are in place and delivered.
- 7 Manage team and individual performance in accordance with Behaviours Framework and company Values. Actively promote and encourage adoption of the Behaviours Framework and company values amongst staff within the department, ensuring that colleagues are supported to deliver services in the spirit of the framework.
- 8 Make clear decisions, build excellent relationships, and ensure effective communication with staff at all levels, tenants and the management team.

#### **PERFORMANCE/DELIVERY MANAGEMENT**

- 1 Overall responsibility for providing the successful management of a fully compliant, high quality, efficient, value for money and customer focused service, for all aspects of Property compliance, Out of Hours emergency services.
- 2 Support the successful management of Property Services apprenticeship programme in conjunction with People Services.
- 3 Monitor and maintain key performance indicators that reflects customer needs, Value for Money and Compliance with all Property Services work areas, or as defined by Ocean Housing including any key indicators that are required by the Homes England, Housemark and related industry best practice standards.
- 4 Responsible for maximising and developing the continued use of IT to improve efficiency with Compliance functions to achieve top quartile performance and accurate data recording and reporting.
- 5 Support the management of and participate in Out of Hours work during emergency situations.
- 6 Monitor and deliver team plan targets evidencing outcomes, achievements and performance, and develop improvements to address performance where appropriate.

- 7 Promote a culture of high performance, continuous improvement and learning from good practice and from customer feedback and complaints.
- 8 Ensure value for money is delivered by creating a culture of continuous improvement and seek efficiencies in how services are delivered.
- 9 Produce regular performance reports as required, for the Company to senior management, Executive Group, tenants and the Board.

## FINANCIAL RESPONSIBILITY, GOVERNANCE & COMPLIANCE

- 1 Assist the Property Services Management Team in the management of Ocean's risk management strategy and compliance register.
- 2 Establish and maintain effective management systems to ensure that all areas of Ocean Housing complies with all relevant regulations.
- 3 Responsible for ensuring the inspection and quality auditing of all compliance work areas which could impact on safety is undertaken timeously and that works being undertaken in Ocean Housing properties are in accordance with relevant current legislation
- 4 Ensure that all works completed by the post holders service area are in accordance with Ocean Housing's standing orders, financial regulations, legal requirements and statutory obligations to ensure that adequate monitoring and auditing processes are in place.
- 5 Ensure value for money is delivered in the provision and procurement of services.
- 6 Plan, monitor and control expenditure in line with approved budgets and external contracts.
- 7 Advise and support Property Services Managers with creation of accurate annual budgets that align with service delivery objectives for compliance.
- 8 Develop a proportionate risk-based approach to compliance checking detailed day to day operations at a granular level to identify strengths and weaknesses and develop corrective action plans.
- 9 Investigate all compliance incidents to ensure that remedial action is identified, reported and implemented to minimise the potential for a re-occurrence in line with appropriate regulations and landlord's statutory obligations under regulation.

- 10 Ensure all work and services and contractors are authorised and undertaken are in accordance with the Company's standing orders, financial regulations, legal requirements, Group Procurement Strategy and statutory obligations to ensure that adequate monitoring and auditing processes are in place.
- 11 To provide and where applicable present complex reports in a concise and accurate format on contractual, operational and financial issues.
- 12 To maintain effective management systems to ensure that all areas of Ocean Housing complies with relevant Legislation to ensure the effective management of Oceans Health and Safety Policies as specified by the Health and Safety at Work Act 1974, and other related Acts
- 13 To maintain and develop proactive relationships with Tenant Representatives and encourage customer involvement and active engagement to help shape the future delivery of agile services.
- 14 Comply with all the Groups' policies, procedures, and initiatives including those relating to equality, diversity & inclusion, health and safety, complaints, safeguarding, financial regulations and standing orders.
- 15 Ensure health and safety and equality, diversity and inclusion in relation to staff, customers, tenants and service provision is a strategic and operational priority at all times, and that best practice is observed and monitored robustly

## GENERAL

- 1 Undertake other duties and responsibilities as may reasonably be required from time to time.
- 2 Actively seek out, consider and promote new, value for money and innovative ways of service delivery, to bring about efficiency, whilst promoting the positive benefits of change to improve customer service.
- 3 Be an ambassador of the business and promote the Company in a positive manner at all times.
- 4 Embed and promote a culture of equality, diversity and inclusion in relation to staff, customers, tenants and service provision.
- 5 Commit to personal continuous professional development to maintain relevant up to date qualifications, CPD, skills, experience and best practice awareness for Ocean's and post holder's personal benefit.
- 6 You will be required, at times to work outside core working hours and be required to travel as necessary.

- 7 Commit to personal continuous professional development to maintain relevant up to date qualifications, CPD, skills, experience and best practice awareness for Ocean's and post holder's personal benefit.

No job description can cover every issue which may arise within the post and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

**I accept that this job description is a fair description of the job I have applied for.**

**Signed** ..... **Date** .....