



ROLE PROFILE

Role Title:	Asbestos and Compliance Support Officer
Department:	Asset Management
Role Purpose:	To be responsible to the Environmental Strategy Manager in the support and delivery of the Asbestos Management Plan and to support the in the delivery of Midland Heart's other compliance areas Including: <ul style="list-style-type: none"> - Fire Risk Assessments - Water Hygiene - TMV and Mechanical Lift - Environmental programmes
Reporting to:	Environmental Strategy Manager
Responsible for:	None
Disclosure level:	Standard
Role Level:	Detail the Behaviours & Standards level that this this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<ul style="list-style-type: none"> - Be the first point of contact for customer queries relating to Asbestos and other compliance functions, ensuring that customer contact is maintained inline with service level agreements. - Supporting in the delivery of the financial management of all Asbestos works, ensuring that Asbestos related works are processed through to payment in a timely manner, raising orders through the correct IT systems, ensuring workbooks are updated daily, liaising with contractors to invoice inline with KPI's and providing accurate and up to date budget progress information at any time. - Support in the delivery of all Asbestos works from first point of contact for the customer, agreeing start dates with contractors and customers, raising orders on MH IT systems through to closing orders once completed and undertaking satisfaction surveys. - Support in the delivery of the Asbestos Management Plan, ensuring Midland Heart are compliant with all Legislative / Statutory requirements and Good Practice. - Support in the delivery of all Asbestos Training, ensuring that the training is delivered to the relevant staff in a timely manner and the training register is kept up to date on a weekly basis. - Lead on the administration of all operational contractor meetings, ensuring minutes are kept and shared in a timely manner and stored in the contract management folder along with KPI's, within 3 working days of the meeting date.
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	<ul style="list-style-type: none"> - Lead on the administration for Asbestos Audits, ensuring Audits are completed inline with the AMP and records are managed in a clear and affective manner and are stored on the s-drive and updated monthly. - Undertake site inspections when required, supporting the Asbestos programme delivery Officers on site inspections/audits, pre and post site inspections. - Visit customers in their homes when required to investigate and find resolution to customer queries, access issues and customer complaints. - Support the co-ordination and delivery of other compliance areas such as: Fire Risk Assessments, Water Hygiene, TMV and Mechanical Lifts. - Support the compliance team with the management of any overdue, non compliant properties and work very closely with Midland Heart Neighbourhood, Care and Support and Legal teams negating silo working in gaining access to properties and completing FRA actions. - Provide support to ensure all documentation and the certification of key areas of compliance are recorded on appropriate IT systems. - Keep up to date with industry best practice, changes in regulatory requirements and industry standards.
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Education, Qualifications and Training	<p><u>Desirable:</u></p> <ul style="list-style-type: none"> - Basic Qualification and/or Awareness of Asbestos Management and other Compliance functions.
Knowledge and Experience	<p><u>Desirable:</u></p> <ul style="list-style-type: none"> - Good knowledge of Excel, Word and other Microsoft systems. - Basic knowledge and awareness of Asbestos management and other Landlord Compliance obligations. - Experience of achieving challenging performance targets. - Experience of using Northgate, Keystone and IT databases in the development, monitoring and reporting of compliance programmes. - Excellent written & numeracy skills.
Role Specific Skills & Behaviours	<p><u>The skills required to undertake this job are:</u></p> <ul style="list-style-type: none"> - Excellent written & numeracy skills - Excellent analytical & reporting skills - Excellent organisational & time management skills - Basic knowledge of Asbestos Management and other key areas of property Compliance