

Role Profile

Role Title:	Property Risk and Compliance Manager - (Asbestos, Loler- lifts, Water Hygiene – TMVs & Fire Escapes),
Department:	Property Services – Building Safety
Role Purpose:	Responsible for the management of property safety and risk compliance relating to the delivery of repairs and installations across relevant statutory and regulatory responsibilities, working across the whole business both in collaboration with internal stakeholders, and our tenants, to deliver excellent service levels and instill trust, confidence and understanding in relation to the on-going safety of their homes.
Reporting to:	Head of Building Safety Compliance
Responsible for:	Contract Delivery Surveyors Compliance Officers
Checks:	Basic DBS and Social Media Check
Role Level:	<u>Frontline Manager</u>

Key Role Responsibilities:	<ul style="list-style-type: none"> • Fully understand and take responsibility for the delivery of the requirements from the Building Safety Regulator's strategic plan in delivering safe homes and buildings, ensuring relevant colleagues across the business understand and implement these requirements. • Fully understand the implications of on-going consumer standards and relevant new and changing regulatory standards and requirements, translating these into easy to understand operational delivery plans and processes. • Implement all changing guidance and regulation ensuring the changes are fully embedded and lead on the coaching and training of colleagues around such changes for your specialism. • Effectively engage with tenants, internal and external stakeholders as to the best way to deliver the new or amended property compliance requirements. • Play a key role in the planning, procurement, delivery and financial budgeting and management of our property activities.
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- Effectively manage and deliver Midland Heart's property compliance programmes to high standards through our third-party supply chain delivery model.
- Work collaboratively with internal and external stakeholders to deliver and sustain 100% property compliance and high quality responsive and planned repairs services.
- Develop an external professional network to ensure that we are at the forefront of relevant changes both within our sector and across other sectors.
- Ensure our KPIs are achieved on a continual basis, challenging our business or third party contractors and seeing through to full KPI adherence.
- Ensure that we hold up to date accurate and detailed tenant and property compliance records, ensuring that our records and systems are updated following any change.
- Challenge non-compliance across the organisation, ensuring further noncompliance is escalated to the relevant manager and dealt with under our formal processes where needed.
- Undertake regular data triangulation exercises to ensure that our property compliance programmes and data are all aligned with our core systems and we are able to withstand audit scrutiny.
- Effectively review communications about relevant building safety risk and compliance information using a variety of methods and ensuring the information and approach ensures maximum engagement and compliance from our tenants and our colleagues across the organisation.
- Undertake regular process reviews to ensure that resources are being utilised in the most effective way and that the tenant is always at the heart of our service delivery.
- Improve the tenant experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lessons learned from service failures.
- Effectively performance manage your team; truly understanding the performance of your team against agreed targets, KPIs and reporting cycles and dealing with any performance issues in a timely manner and confident manner.
- Report any emerging issues or variations to the Head of Service immediately, taking or overseeing corrective actions through to their conclusion and ultimate resolution.

	<ul style="list-style-type: none"> • Take a lead role in developing and reviewing relevant budgets, ensuring expenditure is robustly managed in line with financial controls. • Responsible for the effective financial administration and performance delivery of designated contracts in line with Midland Heart Standing Orders and Financial Regulations. • Effective networking to understand new and emerging building technologies and their potential impact on safety and compliance, ensuring our operations and skills training meets these emerging needs. • Ensure Health and Safety requirements are met in accordance with Midland Hearts' policy, procedures and statutory requirements. • Work collaboratively with the wider management and leadership teams and internal and external stakeholders. • Support the delivery of an effective Out of Hours Emergency Service, including the requirement to participate in the on call / stand-by rota for escalation/support. • Provide timely and concise reporting of key metrics and short summaries and actions addressing any areas of concern. • To act as lead contract administrator for relevant supply chain management and ensuring that all relevant and accurate certification is provided for all works completed and is uploaded on our core systems.
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<p>Education, Qualifications and Training:</p>	<ul style="list-style-type: none"> • Relevant Building Safety or property related compliance qualifications or equivalent level of technical expertise demonstrated through significant work experience. • Level 4 Housing Management Qualification or willingness to work towards such as qualification with 12 months of commencement.
<p>Knowledge and Experience:</p>	<ul style="list-style-type: none"> • Excellent knowledge and understanding of current statutory, regulatory, and best practice building safety requirements. • Proven track record of achieving and sustaining Building Safety compliance pre and post Grenfell. • An up to date full understanding of the Building Safety Regulators requirements for all residential buildings in scope and up to date understanding of the Building Safety Regulator's strategic plan. • Extensive experience in producing Building Safety Cases and Building Safety Case reports and maintaining the Property Digital Record.

	<ul style="list-style-type: none"> • Extensive experience of the application of Emergency Response Plans proportionately mitigating risk to all building users. • Demonstrable experience in contract management, managing contractor performance and KPI reporting. • Experience of working with stakeholders, clients and contractors and developing successful long-term working relationships. • Proven experience of achieving challenging targets and objectives. • Proven experience of challenging non-compliance both within a team and across other functions to ensure KPIs and objectives are met. • Good construction knowledge including Health and Safety legislation, fire safety, CDM regulations and relevant codes of practice. • Experience and understanding of compliance related legislation. Understanding and ability to undertake and apply risk assessments. • An understanding of Contract Law and procurement regulations (OJEU). • Demonstrable experience of sector leading construction related and compliance software, including providing regular performance reports to management. • A clear understanding of the Tenant Satisfaction Measures Standard and Social Housing Act 2023 along with experience of managing customer complaints and improving service delivery through lessons learned. • Understanding and commitment to the principles of equality and diversity.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Customer focused with a commitment to respecting dignity and putting the tenant at the centre of your work. • Ability to adopt a flexible approach to the delivery of our services to the needs of our tenants. • High degree of personal drive, capable of delivering results to tight timeframes and under pressure. • Advocate of continuous improvement and new ways of working. • Excellent communication and stakeholder management skills with the ability to influence and negotiate effectively.

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| | <ul style="list-style-type: none">• Ability to work under pressure and prioritise work effectively.• A strong leader who can motivate and engage teams.• Professional approach to all aspects of service delivery.• Understanding and commitment to the principles of equality and diversity.• Right first-time customer centric approach.• A "can do" attitude and Team Player.• Critical eye for detail• Ability to critique and challenge data and existing methods of working.• Ability to motivate others particularly when under pressure.• Able to produce clear and concise reports for Senior Managers.• Ability to handle constructive feedback.• Ability to implement change and drive service improvement.• Demonstrable competency with Word, Excel, Power point and Asset Management Software. |
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