Role Profile

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| **Role Title:** | Property Risk and Compliance Manager - Gas |
| **Department:** | Property Services – Building Safety |
| **Role Purpose:** | Responsible for the management of property safety compliance, the delivery of repairs and installations across all relevant statutory and regulatory responsibilities. The postholder will work in collaboration with internal, external stakeholders and our tenants to build their trust and understanding around the on-going safety and repairs of their homes. |
| **Reporting to:** | Head of Gas and M&E Services / Head of Building Safety Compliance  |
| **Responsible for:** | Property Compliance Contract Delivery Surveyors/Officers |
| **Checks:** | Basic DBS and Social Media Check |
| **Role Level:** | [Frontline Manager](file:///C%3A%5CUsers%5CRANDZICH%5CDownloads%5CB%26S%20Framework%20Role%20Levels%5C2.%20Frontline%20Manager.docx) |

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| **Key Role Responsibilities** | * Understand and deliver the requirements from the Building Safety Regulator’s strategic plan in delivering safe homes and buildings for our staff and tenants.
* Understand the implications of consumer standards and new /amended regulatory requirements and translate these to operational delivery. 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.
* 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 service.
* Through strong contract management achieve contractual KPI’s and where necessary challenge poor performance through the supply chain.
* Ensure that we hold accurate and detailed tenant and property compliance records, ensuring that our records and systems are updated as soon as they change or are available.
* Undertake regular data triangulation exercises to ensure that our property compliance programmes are all aligned with our core systems and we are able to withstand audit scrutiny.
* Effectively review communications about relevant building safety information using a variety of methods to engage and communicate with tenants and 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 correctly and with confidence.
* Report any emerging issues or variations to the Head of Service immediately, taking or overseeing corrective actions through to their conclusion.
* Take a lead role and assist the Head of Gas and M&E Services/and or Head of Building Safety compliance 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, recruitment and skills training meets these emerging needs and are in line with Midland Hearts Building Safety Competency Framework.
* 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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| **Education, Qualifications and Training** | * 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
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| **Knowledge and Experience** | * Excellent knowledge and understanding of current statutory, regulatory, and best practice building safety requirements including Building Safety Act 2022.
* Proven track record of achieving and sustaining Building Safety compliance in the post Grenfell era.
* A full understanding of the Building Safety Regulators requirements for residential buildings in scope and up to date understanding of the Building Safety Regulator’s strategic plan.
* 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.
* 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.
* 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 2022 along with experience of managing customer complaints and improving service delivery through lessons learned.
* Understanding and commitment to the principles of equality and diversity, ability to undertake Equality Impact Assessments and how to apply to policies and procedures.
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| * **Role Specific Skills & Behaviours**
 | * Customer focused with a commitment to respecting dignity and pursuing an excellent customer experience.
* Ability to flex 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.
* Ability to work under pressure and prioritise work effectively.
* A strong leader who can motivate and engage teams.
* Advocate of continuous improvement and new ways of working.
* 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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