

Role Profile – Compliance Team Leader

Responsible to :	Head of Property Services
Responsible for :	Compliance Administrators x 2
Budget responsibility :	Compliance Budget

Job Purpose

To manage Health & Safety and Compliance functions and support the Head of Property Services in developing a robust property administration team.

Key Deliverable and Outcomes

Project Management and Development:

To take the lead in monitoring and overseeing contractor performance, and report trends/patterns to the Head of Property Services.

Collaborate with internal stakeholders, contractors, and suppliers to ensure successful project outcomes.

Prepare and implement Personal Development Plans for line managed staff, focusing on professional and personal growth and development.

Support Head of Property Services and other colleagues in developing and maintaining the asset management plans.

Compliance:

Actively manage and develop the Health and Safety Compliance Administrators, with a focus on both enhancing performance and skills.

Take responsibility and accountability for MHA's property compliance function, ensuring the following elements achieve 100% performance levels.

- Gas Servicing and Repair
- Asbestos Management
- Fire Safety
- Electrical testing
- Legionella testing
- Lift Maintenance

Lead and support MHA's Health and Safety Compliance

Contractor CDM Regulations 2015 Compliance and Building Safety Act 2023.

Ensure all works comply with relevant regulations, health and safety standards, and building codes.

- Prepare data for submission to the Performance Team on compliance KPIs.
- Keep abreast of industry regulations and best practices, implementing changes as necessary.

Property and Repairs Administration

To support the wider Property Services team in providing a robust administration service for all property and asset data and processes.

Budget Management:

Provide regular financial updates and forecasts to senior management.

Asset Data & Net Zero

Lead on the retention, updating and maintenance of the Asset Data Register

Lead on preparing and reviewing Asset Performance.

Maintain and update EPC register and programme works to ensure MHA remains compliant with EPC and thermal performance requirements.

Support Head of Property Services in developing MHA's net zero programme to meet Government and Regulator requirements.

Contractor Management:

Develop, monitor and report on Key Performance Indicators (KPIs), preparing and submitting data to the Performance Management Team, reviewing outcomes and managing compliance contractor performance.

Conduct regular site inspections to monitor contractor quality, programme and adherence to specifications.

Resident Communication:

- Establish effective communication channels with residents, keeping them informed about upcoming works and addressing any concerns.
- Collaborate with resident engagement teams to ensure resident satisfaction and minimize disruptions.
- Prepare and submit reports to MHA's Board and Committees as required.

Quality Assurance:

Implement and monitor quality assurance processes to ensure the delivery of high-quality works.

Conduct post-project evaluations to identify areas for improvement.

Person Specification (all areas are essential unless otherwise specified)

Qualifications

Qualified to Degree Level in a property related discipline or H&S compliance (NEBOSH/IOSH) CIH level 4 or working towards accreditation.

Strong knowledge of building regulations, health and safety standards, and compliance requirements.

Excellent communication and interpersonal skills.

Budget management experience.

Asset management experience.

Ability to process complex technical information and financial data to prepare reports for non-technical colleagues and Board Members.

Demonstrates understanding and empathy with MHA's Values and Mission.

Experience

Property compliance experience

Knowledge and experience of performance management systems and processes

Experience of working to set targets where deadlines must be achieved

Experience of preparing reports on progress and performance for submission to Senior Executives and Boards

Experience of drafting policies and procedures and applying them to both internal and external stakeholders

Experience of dealing with challenging situations which require some diplomacy and excellent customer services skills to resolve

Awareness of Statutory Compliance Requirements in the Social Housing Environment and the ability to apply on investment programmes.

An understanding and experience of working within a Regulated Environment

Practical & Intellectual Skills

Excellent written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences

Ability to assess, process, interpret and report data to technical and lay recipients.

Ability to manage competing and conflicting priorities

Ability to distil complex processes and situations into clear reports

Having high standards of personal resilience and integrity

Able to work under pressure and public scrutiny and deliver results to tight deadlines

Diplomatic and confidential

Personal Qualities

Understanding and able to demonstrate the vision and values of Manningham HA

Ability to understand and reflect strategic priorities in decision making

Ability to make sound judgements on the information available

Can do attitude to work

A person with the desire to improve services and performance and make a real contribution to the running of the organisation

Possessing the authority, presence and impact to engage respect from colleagues and from external contacts

Confident and effective decision maker

Able to demonstrate high standards of personal resilience and integrity

Able to work under pressure and deliver results to tight deadlines

Development

Willing to develop own skills and evidence of personal development

The Associations 'Expectation of our Colleagues' apply to this role