



Job description

Job title: Building Safety and Housing Compliance Lead

Post No:

Grade: Band 11

Directorate: Housing and Communities

Reports to: Housing Asset Manager

At Melton Borough Council we are committed to delivering high quality homes and accountable landlord services. Key to this is ensuring our tenants' homes are safe places to live and we meet comply with building safety and statutory legislation.

Purpose of the job

To ensure property safety is maintained to the highest standards and, where needed, improved through effective servicing, inspection, repair and maintenance. Ensuring that keeping our tenants safe is embedded across our services and has a real impact.

The first point of contact for all safety compliance issues, providing organisational assurance that the legal and best practise duties we have are met. The role shapes how we manage compliance, leading on the development of operational plans and policies. The role will also involve leading and coordinating associated projects, including our work to ensure that we adapt to the constantly changing legislation around building safety compliance.

Maintain a focus on safety compliance across our housing and landlord services with a good understanding of the Consumer Standards for the Social Housing Sector, individual legislation and why they matter and be able to evaluate our performance against the standards, making recommendations and leading projects to strengthen and improve our work as a landlord where required.

Main areas of responsibility

- To lead and coordinate delivery, review and continuous improvement of the Council's compliance management plans and associated delivery arrangements, projects and programmes of work.

- To ensure the safety of our tenants is reflected in the development of the council's housing services and that tenants have meaningful opportunities to hold the council to account as their landlord on safety in their home.
- To be the main point of contact for all building safety compliance issues, including performance monitoring, reporting, policy and advice and guidance on evolving legislation.
- To coordinate the completion and analysis of Building Safety Compliance information and to ensure that council performance is visible to regulating bodies and tenants.
- To lead the Council's continued commitment and focus on compliance with the building safety legislation, supporting our teams to understand and comply with the requirements across the homes and services we provide to tenants.
- To assess, analyse and report to the Housing Leadership Team on compliance with building safety and legislation and to make recommendations for further development or improvement.
- To lead on the analysis of compliance data, to support the council to shape and adapt the services it provides to keep tenants safe.
- To support the management and reporting of performance data across the service, including external reporting to the government and benchmarking organisations.
- To keep up to date with the latest information and learning on building safety and associated legislation, ensuring that the council is able to reflect learning and opportunities for improvement within policy and service delivery arrangements.
- Identify opportunities for best practice and innovation, including participation in good practice and thematic focus groups.
- Lead and manage the compliance team and associated contractors to ensure control, co-ordination and verification of compliance documentation and procedures ensuring all obligations and standards are met.
- Represent the Council in Court when seeking access for compliance related work.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.

- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Person specification

- Developed experience in managing property maintenance contracts including contract conditions, negotiated terms and delivery time scales
- Strong technical knowledge and understanding of Landlords statutory repair and maintenance responsibilities and other related legislation and why this is relevant to ensuring high quality homes and accountable landlord services.
- Excellent working knowledge of Microsoft Office suite applications, data analysis, trend identification and interpretation. Developed understanding of Housing Systems such as NEC, including the ability to reconfigure the system to meet new requirements.
- High level of knowledge of gas, electrical, asbestos, fire and water matters related to landlord responsibilities with experience or understanding of performance management, including creating systems to collect and present information, ideally with experience of government data returns.
- Experience of effective project management to support service development and improvement, with a track record for delivery.
- Experience of writing reports and information to show compliance and performance against recommended actions
- Clear, innovative and imaginative thinking to solve problems and support development of policies and strategy for the service.
- The ability to collect, analyse and interpret data and use the results to help to shape policy and strategy.
- The ability to exercise tact and diplomacy, and interpersonal, negotiation and influencing skills.
- Flexible attitude and able to work under pressure. Ability to take initiative and work autonomously within the boundaries of the role.
- Self driven and results orientated with a positive outlook and clear focus on service improvements and customer excellence.
- The ability to work dynamically, managing and prioritising a wide range of competing demands in a fast paced environment to ensure timely delivery

of projects and work programmes leading to strong outcomes and service improvements.

- Ability and enthusiasm to interact effectively and courteously with a wide range of people in different settings, including tenants, other team members, senior leaders and Councillors.
- Effective creative writing skills with the ability to showcase projects and promote services and outcomes. Including the ability to write creative and engaging communications and report on complex issues.
- The ability to speak truth to power – having confidence to alert the Housing Leadership Team to areas of regulation compliance risk.

Qualifications

- A relevant professional qualification or commitment to work towards a Level 4 qualification with the Chartered Institute for Housing (CIH).
- Evidence of continuing personal and professional development.

How to write an effective Job Description and Person Specification

Three main purposes

- Candidate attraction - to describe the role and required track record, with the aim of attracting a response from an internal or external applicant for the job.
- Role definition - for the individual performing the role to have a reference point for their responsibilities and required level of performance, especially at appraisal time or when a promotion is being considered.
- Management reference - particularly for a new manager, to understand the scope and level of responsibility expected of the role.

What to include

The job description should be a comprehensive guide to the role not a long list of tasks to be undertaken. It should convey the culture of the Council and also include:

- Title of the job.
- Where the role sits within the Council
- Who the role reports to
- Key areas of responsibility and the deliverables expected (not a long list of tasks)
- Overall objectives
- Required education and training
- Soft skills and personality traits necessary to excel in the role
- Location and travel requirements

Mistakes to avoid

Using internal terminology and jargon - We know what we mean but to others? a job description may put people off if they do not know what it is. Stick to well-recognised requirements to appeal to the widest possible audience.

Not involving all stakeholders - The most accurate specifications are produced with the involvement of others. When defining or refining what a role entails, do so with the input of HR, line management and employees in a similar function.

Being unrealistic - A job description should be an accurate representation of what is required to perform the role, not an impossible wish list of every skill that may be useful.

Using discriminatory language - Although frequently inadvertent, the use of certain words and phrases in a job description can be construed as discriminatory and limit a more diverse applicant group.

Not regularly reviewing – As a Council we are constantly evolving, so for job descriptions to reflect changing requirements they should be reviewed, ideally annually at the appraisal, and amended as appropriate.

Taking the time to craft an accurate job description can be invaluable to the ongoing attraction, hiring and retention of employees.

Job Description suggested wording for specific roles

The main body of job description will be the list of responsibilities the post holder will be required to undertake. This should be around 8 to 12 ideally but should not exceed 15. If it is too long it will be off putting to potential candidates.

Management

- To provide leadership to staff to create a strong performance culture and provide excellent service delivery. To develop skills and capabilities of staff to deliver and high quality services with commitment and passion.
- Ensure compliance and accountability to the Council's financial procedures including effective budget management and monitoring.
- Be accountable for the development, planning and delivery of the xxxx agenda ensuring the effective and efficient use of personnel and other resources in support of continuously improved service delivery.
- To manage the day to day operation of the xxx team, to develop with skills to assist in their development. To actively manage workloads in line with priorities.
- To manage and deliver projects on time and within budget following good project management practice

Business support/Administration

- Provide advice and support to
- Deliver high standards of administration to ensure appropriate records and maintained
- Assist in the production of reports, data and other management information
- Maintain and develop electronic information systems including data bases and filing structures using corporate systems.
- Plan and carry out general administrative duties for the service area including but not restricted to responding to correspondence, producing documents and raising orders
- Respond to and follow up on customer enquiries through post, phone, email and face to face in line with service standards set for the area.
- Monitor and report on information/activities relevant to the service area and provide relevant management information

- Liaise and attend, arrange and organise meetings necessary for the performance of the team and role.

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Face to face/Community roles

- To establish close working strategic relationships with public and community groups using creative and innovative methodology.

General

To ensure the Council delivers quality services to business and residents; understanding what really matters to our customers

Attend and complete training and development activities ensuring skills and knowledge are kept up to date with current best practice.

Ensure compliance with all relevant Council policies, statutes and regulations.

Develop ideas and contribute to the overall performance of the team

Planning and organising of

Managing information

Monitoring and reporting of.....

Self development

Communication

Appendix 3

Person specification suggested wording

Job specific skills

- Knowledge and understanding on the practical application of recognised best practice in xxxx
- Understands the principals of xxx with previous track record of delivering xxx

IT and communication skills

- Good report writing and presentation skills, being able to deliver to all levels of the organisation including Members and other external organisations
- Excellent communication and inter-personal skills alongside technical expertise to negotiate, establish and support complex partnerships and networks.

Management ability

- A depth and breadth of management experience and knowledge of working in a dynamic environment with high level of personal motivation
- Clear, innovative and imaginative thinking to solve problems and support development of policies and strategy for the service.
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Personal motivation

- Confident working both in a team and independently
- Flexible attitude and able to work under pressure. Ability to take initiative and work autonomously within the boundaries of the role.
- Self driven and results orientated with a positive outlook and clear focus on service improvements and customer excellence.