

## Compliance Delivery Manager

### Compliance

| Overview               |   |
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| <b>Role Purpose</b>    | Keeping our residents safe, and our equipment well maintained is at the core of the department and we work together with our clients in front line teams to achieve the best outcome for the business and for the customer.   |
| <b>Responsible for</b> | <ul style="list-style-type: none"> <li>As an Compliance Delivery Manager your main function will be to effectively people manage a local team of Compliance Delivery Officers to deliver an effective compliance programme as well as responsive repairs and planned maintenance work to customers in their homes, and to ensure that budgets are kept to and value for money maintained.</li> <li>You will have oversight of the management and contract administration responsibility for a number of contracts. You will ensure that works are delivered to the highest quality, on time and in budget and work with the Compliance Lead to ensure your team are professionally trained and supported and have the appropriate technical knowledge to fulfil their roles.</li> </ul> |
| <b>Reports to</b>      | Compliance Lead   |
| <b>Line management</b> | Compliance Delivery Officer   |
| <b>Date</b>            | November 2020   |

| Role relationships |  |
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| Internal           | <ul style="list-style-type: none"> <li>Manage relationships with colleagues across NHG, who are involved in, or impacted by Compliances service delivery .</li> <li>Manage relationships with senior managers, up to executive director level, in relation to these services.</li> <li>Especially Housing, Finance, Planning other internal delivery methods ie. DLO, M&amp;E, Compliance and Building Safety team.</li> </ul> |
| External           | <ul style="list-style-type: none"> <li>Manage external parties/contractors involved in the delivery of Compliance Management delivery and contracts.</li> </ul>  |

| Role Accountabilities |   |
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| 1.                    | Lead the regional or workstream contract operations team, to build good working relationships with contractors and address any contract issues quickly and effectively and be a point of escalation for all front line staff if issues are not resolved in good time by your team.                      |
| 2.                    | Oversee the Contract execution, ensuring full and complete compliance in accordance with the Regulations governing your workstream, and contract/s based on KPIs, feedback from your teams and front line stakeholders/contract review meetings.  |
| 3.                    | Responsible for running your contract/s, including monitoring performance to ensure a high quality service, that is on time, and to budget without exception.   |
| 4.                    | Monitor performance of the contractor, recording and reporting on performance: summarising against contractual requirements and implementing required improvements and internal client feedback.  |
| 5.                    | Ensure meetings are set up by the Team Co-Ordinator and chair regular contractor meetings.  |
| 6.                    | Co-ordinate and manage contractors to ensure client services, including compliance programmes, responsive repairs and planned maintenance are delivered on time and in budget and completed to the customers' satisfaction, increasing satisfaction with the overall repairs service to upper quartile. |
| 7.                    | Manage the validation of all annually planned programmes and surveys received from the central planning team in partnership with the client, including specifications.  |
| 8.                    | Effectively lead, manage and motivate your team to provide a responsive service to the client, residents and other stakeholders and to meet NHG's core requirements for people management.  |
| 9.                    | Co-ordinate with the Asset Lead and Consultants to ensure all technical staff have the appropriate level of professional advice and support and access to development and training.   |
| 10.                   | Maintain and approve an audit file held by the Consultants for the contract which will include the main contract, all correspondence, changes/deviations, amendments, clarifications, and payment schedules.  |
| 11.                   | Ensure that the contractor is in compliance with legal requirements, Employer's requirements and Engineer instructions.   |
| 12.                   | To liaise with the client and other internal stakeholders in NHG, to ensure satisfaction with delivery and produce weekly compliance and performance reports for review.  |
| 13.                   | Work with the client and central teams (e.g. ICT and Business Improvement) to support service improvement, e.g. provide support to scrutiny panels to improve service.  |
| 14.                   | To ensure that all works are completed within cost budget and make every effort to improve on projected margins, reporting and consulting with clients to   |

| Role Accountabilities |  |
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|                       | reach mutual decisions regarding spend and the risk to the business and have knowledge of section 20 legislation.  |
| 15.                   | Ensure the team is aware of and complies all relevant NHG policies and that staff receive adequate information and training on safe working practices and control procedures.  |
| 16.                   | Support the Compliance Lead to procure new contracts and ensure contracts are accessed in accordance with the Public Sector Procurement regulations.   |
| 17.                   | Attend site or residents meetings when required outside of working hours.  |
| 18.                   | Actively seek and take initiative for implementing sustainable solutions that allow NHG to achieve 'green' agenda targets in response to Government recommendations / directives.  |
| 19.                   | Project manage difficult compliance cases and complex repairs escalated by your team and be responsible for Learning Outcomes with the contractors and internal clients to ensure continuous improvement.  |
| 20.                   | Be responsible for innovation and actively seek modern, efficient solutions.   |
| General               |  |
| 21.                   | To be on call to provide advice and assistance in the event of any incidents or emergency to front line staff, including implementing Incident procedures in line with legislation, liaising with the H&S Team, Regulators and the emergency services and responding as appropriate.         |
| 22.                   | To promote a culture of openness, innovation, involvement, teamwork and performance, in which staff share a common sense of purpose, are encouraged to use their initiative and creativity and to contribute to service improvement.   |
| 23.                   | Be responsible for ensuring the work you and your team are involved with is compliant with relevant statutory and regulatory requirements at all times, including that of Health and Safety and within NHG's rules, values, policies, procedures, standing orders and financial regulations. |
| 24.                   | To promote a progressive approach towards Equal Opportunities ensuring that NHG's commitment to equality of opportunity in service provision and employment practices are soundly understood and fully implemented.  |
| 25.                   | To maintain the highest standards of personal and professional integrity and conduct. Ensure that the Codes of Conduct e.g. the National Housing Federation's Code of Conduct, "Integrity at Work", are observed and report any departures from these standards to the Chief Executive.      |
| 26.                   | To contribute to the leadership and corporate management of NHG. Contribute to strategies to ensure that NHG continuously improves its products and services alongside improving customer satisfaction - aiming for top quartile performance and satisfaction.                               |
| 27.                   | Effectively manage and develop the staff for whom you are responsible so that they meet service delivery targets and work effectively within budgetary   |

## Role Accountabilities

and regulatory frameworks. Provide regular feedback to individual employees through regular one-to-one meetings and the appraisals process.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

## Role behaviours

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| Customer focus              | <ul style="list-style-type: none"> <li>Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>Commercial awareness / VFM in everything people do.</li> </ul> |
| Accountability and delivery | <ul style="list-style-type: none"> <li>Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> </ul>  |
| Service improvement         | <ul style="list-style-type: none"> <li>Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> </ul>    |
| Communication and inclusion | <ul style="list-style-type: none"> <li>Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> </ul>  |
| Management                  | <ul style="list-style-type: none"> <li>Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.</li> </ul>              |

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

## Essential knowledge, experience and skills

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| Professional expertise<br>(know how & experience) | <ul style="list-style-type: none"> <li>Knowledge and experience of contract administration e.g. JCT / NEC / TPC and running multiple projects at once.</li> </ul>   |
| Skills  | <ul style="list-style-type: none"> <li>Excellent negotiating skills and experience of developing and managing sound client relationships.</li> <li>Excellent IT skills including Microsoft Office, particularly Word, Outlook and Excel.</li> </ul> |

# Role profile

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| Qualifications and/or professional membership | <ul style="list-style-type: none"> <li>• Technical competence or training in the workstream/s you will be managing including knowledge of relevant compliance legislation.</li> <li>• Educated to relevant degree level or above (Desirable).</li> </ul> |
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| Role requirements               |   |
|---------------------------------|---|
| DBS                             | <ul style="list-style-type: none"> <li>• Basic Disclosure.</li> </ul> |
| Data and information processing | <ul style="list-style-type: none"> <li>• Data Owner.</li> </ul>       |