



GHHA Greenhill Housing Association

Job Description

Compliance Manager (12-month Fixed Term Contract - maternity cover)

Post title: Compliance Manager (Fixed Term Contract)		
Responsible to: Director of Asset Management		Hours: 35 hours pw. Hybrid working by arrangement / agreement.
Salary grade: up to £45,000		Responsible for: P/T Compliance Coordinator
Special requirements		N/A

Purpose of the Role:

Due to a requirement for maternity cover for a period of 12 months, GHHA has a vacancy for a 12-month contract Compliance Manager.

The role involves being the lead manager in ensuring the association remains compliant in respect of the "Big 5" areas of compliance, and a range of other mechanical & electrical and health & safety matters related to buildings owned and managed by the association. Including accurate data management, managing Service Level Agreements and contracts.

Key Responsibilities

1. To ensure that accurate records are collated and maintained in respect of the health & safety and compliance of the associations buildings.
2. To identify, assess and govern compliance risks.
3. Produce budgets and programmes of work, recommendations and project plans for compliance projects.
4. Ensuring that all policies and procedures relating to compliance are followed and updated.
5. Lead on contractors progress meetings and ensure actions are recorded and followed up.
6. Monitor and report on performance against key performance measures.
7. Develop and maintain positive working relationships with all GHHA staff, contractors, suppliers and consultants to enable the process of compliance.
8. Ensure that compliance works orders are raised, completed and logged.
9. Ensure that customer satisfaction telephone calls are undertaken and reports produced to identify trends. Take corrective action where required.
10. Work collaboratively with the associations Engagement Officer and Communications Officer to ensure highlights, forthcoming projects and initiatives are promoted (ie Gas Safety Week).
11. Produce reports, articles and items for documents such as the Annual Report, quarterly tenants' newsletter and ad hoc documents to promote the work of the Compliance team (ie Gas Safety Week).
12. Keep updated on all relevant legislative and regulatory changes and brief the Senior Management Team accordingly.
13. Work closely with the Maintenance Manager
14. To carry out other duties as may reasonably be required

Person Specification

Position	Compliance Manager	Reports To	Director of Asset Management	
Requirements	Application Form	Interview	Test	
Qualifications / Training				
Good written and verbal skills and evidence of experience in management in a housing compliance / maintenance / construction role.	✓		✓	
Educated to degree level in a relevant discipline	✓			
Or				
Experience of working in a similar senior role	✓			
Experience / Knowledge/Skills				
	✓	✓		

Professional; technical qualification in a relevant subject	✓	✓	
Full Membership of a professional body / organisation	✓	✓	
Experience of managing staff and contractors.	✓	✓	
Ability to retain confidential information.	✓	✓	
Accuracy and attention to detail	✓	✓	
Knowledge of compliance legislation and regulations	✓	✓	
It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times.			
Communication			
Ability to communicate effectively with a variety of a people (i.e. in writing and verbally)	✓	✓	
Ability to keep accurate records, use GHHA databases and electronic communication methods	✓	✓	
Work to deadlines and conflicting priorities	✓	✓	
Time Management			
Ability to organise, manage and prioritise their own workload and to meet deadlines. Support the Asset Management team with same	✓	✓	
To be organised and able to manage, plan and prioritise own work and support that of others.	✓	✓	
Excellent team player and able to use own initiative ensuring that effective housing and tenancy management, and performance measures and deadlines are met and to make service improvement recommendations	✓	✓	
IT			
Experience of using IT systems including MS Office packages, and databases and able to extract data for reporting	✓	✓	
Willingness to learn new systems and support team members	✓	✓	
Commitment to Quality			

A commitment to the continuous improvement of the services provided by GHHA	✓	✓	
Equal Opportunities			
A commitment to and understanding of the principles of equal opportunities in both employment and service delivery and that all tenants have fair and equitable access to services	✓	✓	
Customer Service			
A commitment to and understanding of the principles of customer service and delivering an excellent service to tenants.	✓	✓	
An ability to explain technical matters to non-technical staff / tenants	✓		
A professional telephone manner	✓		
DBS	✓		