Lancaster City Council - Job Description & Person Specification

Job Title:	Compliance Manager	**Grade:**	GGS12	**Job Code:**	LCC967
Service/Team:	Housing and Property	**Role Type:**	HYBRID	**Reports to:**	Chief Officer – Housing and Property
Line Manages:	Compliance Officers x 3, Compliance Co-Ordinator				

Job Overview

- The Compliance Manager is responsible for leading the Council's approach to building and resident safety, and statutory compliance across the property portfolio (housing, corporate and commercial properties).
- Regular reporting to Chief Officer, Corporate Management Team and elected members, ensuring the Council can evidence compliance with all statutory landlord health and safety obligations and regulatory requirements.
- The role provides strategic and operational leadership across all key landlord compliance areas including Gas Safety, Electrical Safety, Fire Safety, Asbestos Management, Water Hygiene and Legionella, Lifts and Lifting Equipment (LOLER), Smoke and Carbon Monoxide Alarm Regulations, and wider Building Safety Act requirements.

Direct Responsibilities

- Act as the Council's lead officer for compliance assurance, providing regular reporting to Corporate Management Team, Council Housing Performance Panel, Overview and Scrutiny, Cabinet and other governance forums as required. Ensure effective compliance assurance frameworks are maintained and evidence is available to demonstrate compliance to regulators, auditors and external inspectors.
- Develop, co-ordinate and manage the Council's overall strategy for legal compliance with all areas of compliance including gas servicing, electrical testing, fire risk assessments, legionella risk assessments, lifting equipment and asbestos management, as well as fire door testing, smoke and CO2 detection. This will also include other service contracts, for example: radon, fire safety equipment and detection, lightning conductors, PAT testing etc.
- Have operational responsibility for ensuring compliance with statutory, regulatory and legislative obligations, as well as all service standards, including the implementation of recommendations from the Grenfell enquiry, Building Safety Act, the Social Housing (Regulation) Act and Housing Ombudsman requirements, for all compliance areas. As part of this ensure that all relevant assets are included in compliance programmes and that relevant risk assessments surveys, etc are maintained, recommendations/ actions addressed and evidenced, and the implementation of control measures are effective.
- Ensure the Council meets it's obligations relating to the Building Safety Act, including the management of safety case files, mandatory occurrence reporting, resident engagement obligations and maintenance of the Golden Thread of information.
- Ensure that systems, database's, register's and associated business systems are fit for purpose in monitoring asset property compliance, with statutory legislation and servicing requirements. Lead on the development of systems to ensure robust data and reporting.
- Build and maintain effective working relationships with management, members, colleagues, and customers, as well as with external consultants, contractors, statutory authorities and other public bodies, in order to ensure everyone understands their roles and responsibilities and are supportive of the Council's vision and values. Focus on achieving high levels of staff and customer engagement (particularly through TSM surveys) and a culture of continuous improvement.
- Lead procurement activity and manage the delivery of works related contracts, working with colleagues from across the Council, particularly Procurement, Legal and Council Housing Repairs and Maintenance

teams. Ensure KPI's are met, robust contract management processes are in place and social value and value for money is maximised.

- Provide expert advice, reports and attendance where necessary at working groups, committees, public meetings, court and Freedom of Information enquiries.
- Ensure the compliance service areas meet the values, strategies and business objectives of the Council.

Primary Measurable Objectives

- As the Compliance Manager you will be responsible for leading and managing the Compliance Team. Ensuring the Council's legal obligations are met, and providing a risk management and proactive approach, and quality services are delivered within the budget and on time.
- Lead on the development of effective business systems to ensure robust data, reporting and service delivery. Ensuring accuracy, integrity, and auditability of compliance data, including alignment with Golden Thread principles, and the effective integration of compliance systems with asset and housing management platforms.
- Provide assurance, through regular reporting, that work is being carried out in accordance with the Council's policies and procedures. Develop and manage the asset and compliance dashboard to enable transparent and real-time performance data to be available across the Council as a management tool. Prepare and present clear and accurate reports as required for both internal and external purposes.
- Identify non-compliance or other potential risks and formulate corrective action accordingly. All identified non-compliance should be reported in line with the Council's escalation procedures set out in the relevant policies.
- Ensure the Council's obligations and policies remain up to date with changing legislation, and health and safety recommendations and make best use of developments in good practice, promoting innovation and continuous improvement in the service.
- You will play a key role in supporting the wider Property Team (Asset Management and Estates Management) and the Council Housing Repairs and Maintenance Team (RMS), encouraging and promoting a positive culture across the Council. Including chairing Housing and Property Steering Group's.
- Oversee resident engagement (Tenants Voice and Building Safety Group) for our compliance service, ensuring transparency and engagement at Council wide groups and regular safety campaigns. Ensure residents play a central part in service planning, monitoring and feedback, with deliverable and tangible outcomes.
- Ensure the Council's commercial property portfolio is managed effectively and performance reporting is embedded.

Staff Management Responsibilities

- Provide genuine and forward-thinking leadership to the Compliance team to ensure the delivery of a successful compliance service, leading by example and being a role model for the team in delivering excellent customer service and value for money.
- Develop and inspire a team to meet individual and team objectives, empowering individuals to deliver a highly efficient service and be the experts in their fields.

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Person Specification			
Knowledge & Educational Requirements	**Essential Criteria**	**Desirable Criteria**	**Assessed by: App Form, Interview, Certificate, Test, Other…**
Specialised Qualifications & Training	Minimum HNC/D level education in a property related subject.	Degree level education or equivalent, preferably in a property related subject. A professional building qualification (e.g. RICS, RIBA, IWFM, CIOB) with a minimum of 3 years post qualification experience CIH Level 4 qualification (or commitment to work towards) Relevant compliance training, such as: Level 4 VRQ Diploma in Asset Management and Compliance Asbestos – P modules or UKAS training, or equivalent. Legionella – BOHS, City and Guilds, CIBSE OR HABC, or equivalent. Fire – BAFE, IFE or UKAS, or equivalent. Gas- Gas Safe, ACA, Level 4 VRQ in Gas Safety Management, or equivalent. Electric – NICEIC, Level 4 VRQ in Electrical Safety Management, or equivalent. IOSH Managing Safely **Desirable – should be obtained within 12 months from starting in post.**	App Form, Interview, Certificate
Experience	Proven track record of leading a high performing team and associated statutory obligations. Previous experience of working in the social housing sector	Proven track record of leading a high performing compliance team and associated processes. Experience of delivering compliance assurance, with a comprehensive understanding of the requirements for a council.	App Form, Interview

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		Experience and knowledge of dealing with a diverse property portfolio.	
Job Related Skills, Knowledge & Abilities	In depth technical knowledge in all areas of compliance with up to date knowledge of relevant legislation. Strong research, analysis and problem solving skills Strong project and contract management skills Strong numerical, report writing and verbal communication skills. Report writing skills.	In depth technical knowledge in all areas of compliance with up to date knowledge of relevant legislation and housing related standards and regulatory requirements.	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Line management and/or co-ordination of the activities of other team members and support services.	Working within a professional office environment as part of a multi-disciplinary team. Strong experience in working collaboratively with colleagues across the organisation and leading effective partnership working. Knowledge and skills relating to high quality customer service principles.	App Form, Interview
Special Requirements/Other			App Form, Interview

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Additional information
Lancaster City Council Specific Knowledge Once in post, demonstrate: Understanding, implementation and adherence to Lancaster City Council's policies and procedures. Understanding, implementation and adherence to Our Values. Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan. General Statement The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role. As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role. Learning and Development You are expected to undertake any training and development appropriate to the current and future needs of the post. Health & Safety at Work All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such. Equal Opportunities Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. Climate Emergency You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency. Community Safety Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility. Safeguarding Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		**Print name:**		**Date:**	
Manager Signature:		**Print name:**		**Date:**	