

COMPLIANCE SPECIALIST

Recruitment pack

Homes in Sedgemoor

Bridgwater House, Kings Square,
Bridgwater, TA6 3AR

Phone: 0800 585 360

Email: people@homesinsedgemoor.org





Welcome to Homes in Sedgemoor

Dear Applicant,

Thank you for your interest in working with us at Homes in Sedgemoor. This is a great opportunity for an outstanding professional to join us at an exciting time.

We are recruiting several key roles to support our Asset Management and safety directorate, ensuring the continual provision of high quality, customer focus and cost-effective asset management services to our customers.

The successful candidate will be joining an award-winning organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a small but passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the detail about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsedgemoor.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications



What we offer

We want Homes in Sedgemoor to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



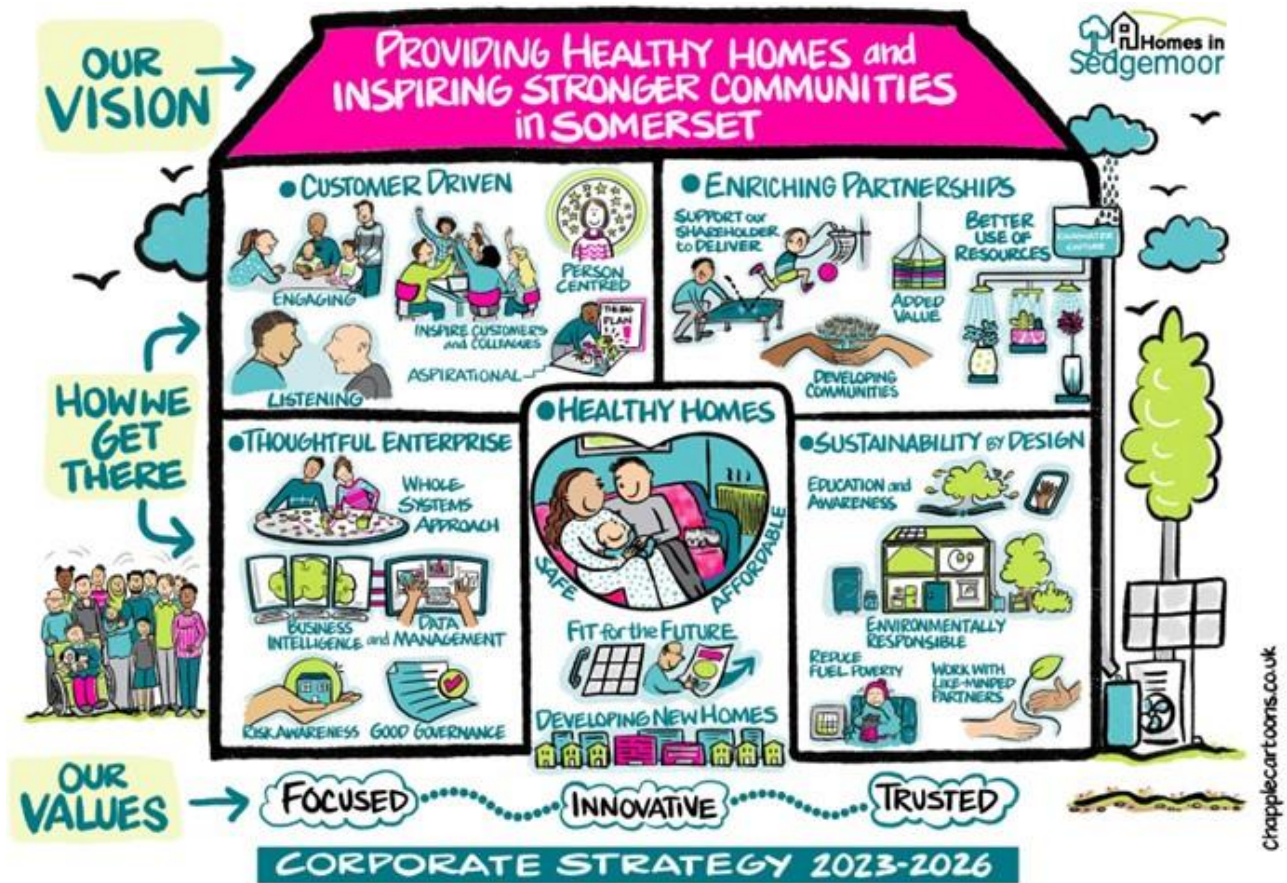
- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt. In addition to flexible working, you can accrue extra time off via our flexi scheme.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

About Homes in Sedgemoor

Here at Homes in Sedgemoor, our customers are at the heart of everything we do. We're the largest housing provider in Sedgemoor, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality, safe homes, are provided to the people who need them most.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award, and UK Customer Experience Awards, and we've got big plans for the future.

Our current strategy



Role Profile

Job Title: Compliance Specialist

Salary: Up to £47,754, negotiable, dependent on experience

Annual Leave: 30 days, plus bank holidays

Car Allowance: Generous mileage allowance

Job Purpose:

You will:

- Be a Specialist managing your team to ensure the provision of a safe and secure environment for residents and visitors across the HiS portfolio including all aspects of Compliance and Building Safety.
- Collaboratively develop, implement and monitor effective and timely compliance programmes to ensure that all legislative and regulatory requirements are met (the “Big 6” and other areas).
- Take responsibility for ensuring the accuracy of all compliance data.
- Line manage the Compliance & Building Safety Officers and co-ordinators.
- The role will involve recruitment, performance management, personal development and support for all team members.
- Be part of the organisations Leadership Team working with the Leadership and Senior Leadership Team looking ahead at opportunities and risk supporting a focus on Health, Safety and Compliance throughout the organisation.
- Manage stakeholders, negotiating and building constructive working relationships.
- Report to the Compliance & Building Safety Manager.

What will I have to do?

You will:

- Lead on the effective management of statutory, regulatory and legislative responsibilities for fire, asbestos, legionella, lifts, electric, gas and other compliance services.
- Ensure that compliance surveys/inspections are undertaken as required that actions are completed within the required timescales and to the right quality.
- Ensure fire safety compliance across the property stock portfolio, including planning for and implementing recommendations from FRAs, best practice and internal and external audits.
- Ensure accurate records are kept for all property related safety compliance areas and appropriate reporting systems are in place. Carry out validation checks across all

FOCUSED

INNOVATIVE

TRUSTED

components and contracts.

- Lead the generation of the monthly internal and joint Somerset Council compliance performance reports, plus supporting narrative and audit trail.
- Ensure the compliance performance reports are accurate and the scope of the testing aligns with the legal requirements.
- Lead the response to any internal or external questions about the housing compliance performance.
- Support the renewal of related policies and associated Standard Operating Procedures. To assure these documents and arrange for audits to ensure they are being followed.
- To ensure the auditing of all of the 'big 6' is in place and have oversight to ensure highlighted non-compliance is addressed.
- Lead on internal and external audits for the service area and ensure approved recommendations are implemented effectively within agreed timescales.
- Use data proactively to identify future risks and support the implementation of plans to avoid occurrence.
- Line manage compliance coordinators and implement a process of checks to ensure the accuracy of their work.
- Look at best practice and innovation to reduce opportunities for error during manual data input.
- Support the alignment of services with other departments and stakeholders.
- Project manage any relevant upgrades to ensure that all processes are followed, quality is maintained and the "golden thread" of evidence is in place so that we can demonstrate accountability to all regulatory and legislative requirements.
- Take a lead role on the delivery of the resident engagement strategy on behalf of HiS in relation to compliance and fire safety.
- Ensure that contractor meetings are attended and minuted to demonstrate a focus on performance, safety and continuous improvement.
- Work collaboratively across all HiS departments and with external partners to ensure the development and promotion of Health and Safety.
- Monitor KPIs and escalate performance issues to the Compliance & Building Safety Manager.
- Ensure the accurate raising, closing and invoicing of jobs for all contracts.
- Work closely with the data and investment specialist to regularly review data identifying any gaps and risks and ensure these are addressed efficiently.
- Have oversight of team budgets and assist with budget setting.
- Assist with proposing, implementing and managing the most effective models for the compliance of HiS assets, and in procuring contracts to deliver the required services.
- Work with the Procurement Manager to procure the services of contractors, setting contract specification and documentation, tender evaluation and award of contract in accordance with the organisation's policies, ensuring that all relevant checks including competency checks and references prior to appointment, and review those records on an ongoing basis to ensure that only competent contractors are employed.
- Provide supporting ad hoc reports as required for various forums including SLT, ET, Board, H&S Forum, Sedgemoor Tenants Assurance Committee (STAC) etc.

- Where appropriate, accurately record reportable accidents or dangerous occurrences and provide the necessary reports to support the investigation and action recommendations on the means of preventing a recurrence.
- Provide advice, support and guidance on relevant aspects of health, safety and wellbeing to HiS, and ensure compliance with H&S legislation, current good practice and safe methods of work.
- Keep informed and up to date on current developments and legislation regarding statutory compliance matters related to the undertaking of the post and support the Compliance & Building Safety Manager to ensure that the Executive Team are advised and updated accordingly.
- Be available to respond to emergency or emerging situations when the team need on site presence and provide cover where necessary to support the delivery of a high performing service.

What do I need to be successful?

- Be highly analytical and inquisitive to ensure data accuracy.
- Have a detailed knowledge and experience of landlord health and safety compliance regulatory framework, government and industry guidance including regulations especially relating to asbestos, electrical, fire, gas, legionella and lift management.
- Detailed knowledge of the Regulatory Reform (Fire Safety) Order 2005 and the Building Safety Act and be willing to gain further knowledge of new legislative requirements.
- Hold or willing to work towards a current P405 certificate if required.
- Hold or willing to work towards a recognised fire safety qualification together with other qualifications commensurate with the role e.g., NEBOSH/IOSH and/or membership of a professional body (IFE, FPA, IFSM, etc.).
- Experience in leading and managing a team preferably within a social housing environment.
- Strong stakeholder management skills and ability to build strong working relationships with Board Members, Senior Leadership Team, fellow team leaders, as well as residents.
- Ensure all statutory duties are implemented and complied with and be responsible for delivering contracts within timescale and budget, to a high level of customer satisfaction.
- Have the ability to think outside the box and be responsive to change to work well under pressure, prioritise and plan ahead.
- Ability to put Customers First and take responsibility for health and safety.
- Promote continuous improvement and deliver demonstrable high quality of service and standards.
- Excellent written and verbal communication skills
- Well-developed IT skills and the ability to learn new systems, quickly. Experience of using Housing Management software would be desirable but not essential.
- Hold a full UK driving licence and have access to a vehicle for work purposes.

How will I evidence my success?

I will...

- Successfully meet the KPIs and objectives agreed for myself and my team. Including the 100% compliance target set by HiS.
- Regularly challenge service provision to ensure it complies with best practice and use customer feedback to ensure excellence in service delivery.
- Produce regular performance monitoring reports for all relevant work streams. Identify actions needed to improve performance when necessary.
- Take a proactive approach in meetings, bringing fresh and innovative ideas to the team.
- Have a positive input (and impact) into the safe delivery of all work streams across HiS.
- Build strong relationships and rapport with team members and other teams across the organisation and with partner organisations.
- Provide excellent service to all our customers and contribute to the continual improvement of the services we deliver to all our customers, both internal and external.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday, 20 December 2024
Closing date	Monday, 20 January 2025
Shortlisting	w/c Monday, 20 January 2025
Formal interviews	w/c Monday, 27 January 2025
Reference checks and confirmation of appointment	W/C Monday, 3 February 2025

How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsedgemoor.org) (www.homesinsedgemoor.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Sedgemoor, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Monday, 20 January 2025, at 5pm.**