

JOB DESCRIPTION

Title of Job:	Senior Compliance Officer
Location:	Hybrid working with Invergordon office base
Number of Jobholders:	1
Title of Line Manager:	Asset and Compliance Manager
Responsible for:	3 x Property Maintenance Assistants

Purpose and Scope

To support the Asset and Compliance Manager and lead the Property Maintenance Assistants in overseeing all property related compliance activities across Albyn's housing portfolio.

To ensure the Society's aims, objectives, performance standards and customer needs are met or exceeded in accordance with all relevant legislation, policies, procedures, and best practice guidance, and within available budget parameters.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- To support the Asset and Compliance Manager in the delivery and management of Albyn's property compliance activities and programmes.
- To oversee the implementation of actions plans as a result of risk assessments and inspections.
- To ensure robust contract management and procurement of compliance contractors, in order to ensure achievement of key performance indicators and the design and monitoring of service level agreements.
- To provide routine financial and performance reports, including scrutinising and presenting reports to internal colleagues and management.
- To champion quality and continuous improvement, including the routine review and implementation of internal policies, procedures, processes, and systems, providing support and guidance on best practice to colleagues.
- Line management responsibility for 3 Property Maintenance Assistants.
- Effectively investigate and manage customer complaints or disputes that may arise due to service failures and ensuring that any problems encountered are resolved swiftly.
- Work with wider Property Services colleagues, including the Repairs and Maintenance Manager and Senior Maintenance Officer, to promote a positive workplace culture and ensure a collaborative approach across the department.

Job Outline: Responsibilities and Tasks

MAIN ACTIVITIES

To support the Asset and Compliance Manager in the delivery and management of Albyn's property compliance activities and programmes.

- Oversee the day to day delivery of property compliance activities and programmes delivered by the Property Maintenance Assistants, including:
 - Mechanical, electrical and plumbing installations; incorporating gas and heating systems, fixed electrical installations (EICR), air source heat pumps and mechanical ventilation.
 - Fire safety; including domestic fire alarm inspections (LD1/LD2 grade), fire risk assessments, periodic fire checks and the servicing and inspection of fire safety systems including fire alarms, emergency lighting and smoke vents.
 - Management of asbestos; incorporating the asbestos register, management and R&D surveys and routine inspections.
 - Legionella compliance; incorporating risk assessment, implementation of control measures and routine tasks.
 - Radon; incorporating assessment and implementation of control measures.
 - Damp and mould reporting; incorporating performance review, implementation of process and both management and statutory reporting.
- Ensure the effective delivery of compliance activities, including licensing, within Houses of Multiple Occupation (HMOs).
- Implement measures to ensure accurate record keeping and effective document handling, in line with agreed procedures.
- Work with the Asset and Compliance Manager to review and action findings from both internal and external audits.
- Provide support and guidance to the Property Maintenance Assistants in dealing with complex and escalated cases.
- Represent the Asset Management and Compliance Team on wider internal forums including properties of concern and complex case discussions.
- Work with colleagues to ensure the handover of information from the Development team, including O&M manuals for components installed within new builds and ensure inclusion within appropriate cyclical programmes.
- Collaborate with the Asset and Compliance Manager and Technical Officer (Planned Programme) to support the delivery of stock condition surveys and planned programmes, ensuring these are completed within budget and to agreed timescales, and that compliance data is accurately maintained and up to date.

- Lead by example, demonstrating excellent customer service across the team.
- Collaborate with internal departments, including Customer Services, Development and Highland Residential on the co-ordination of compliance activities and programmes.

To oversee the implementation of actions plans as a result of risk assessments and inspections.

- Ensure findings from risk assessments (including fire and legionella) are prioritised and action plans implemented. Ensure actions are appropriately recorded and tracked and provide progress reports.
- Ensure effective liaison with external risk assessors to ensure effective delivery of programmes and troubleshoot complex actions.
- Review and escalate high priority actions that are complex in nature to the Asset and Compliance Manager. Where required, instruct specialist advice from competent consultants in line with delegated levels of authority.

To ensure robust contract management and procurement of compliance contractors, in order to ensure achievement of key performance indicators and the design and monitoring of service level agreements.

- Oversee the management of compliance contracts with a key focus on the heating (gas) services and repairs, EICR and fire safety contracts.
- Ensure that key performance indicators (KPIs) for compliance contractors are clearly defined, actively monitored and reviewed through regular contract meetings to maintain performance standards and quality.
- Monitor and control contract spend, in line with tendered rates and budget forecasts, and undertake value for money assessments.
- Implement mechanisms for routine monitoring and reporting on low value compliance contracts.
- Working with the Asset and Compliance Manager and Contracts Officer, design and monitor service level agreements for compliance related contracts. Provide input into contract specifications and SPD requirements.
- Act as the point of escalation for Property Management Assistants to report contract performance issues and ensure timely resolution.

To provide routine financial and performance reports, including scrutinising and presenting reports to internal colleagues and management.

- Oversee the creation of accurate and timely operational management reports, incorporating performance KPIs, progress reports and budget reports.
- Work with the Asset and Compliance Manager to ensure an effective review and scrutiny of all operational management reports.

- Present performance reports to internal colleagues including the management and senior leadership team, with support from the Asset and Compliance Manager.
- Design and implement action plans for approval to rectify performance issues.

To champion quality and continuous improvement, including the routine review and implementation of internal policies, procedures, processes, and systems, providing support and guidance on best practise to colleagues.

- Lead on the co-ordination of the compliance policy and procedure register, incorporating all relevant documents including review frequencies.
- Collaborate with colleagues to contribute towards procedure reviews in order to ensure a best practice approach, accuracy and adherence to legislative requirements.
- Ensure that compliance policies and procedures are adhered to and implemented.
- Working with the Asset and Compliance Manager, review and scrutinise all Annual Return of the Charter (ARC) reports prior to submission.
- Liaise with colleagues undertaking internal compliance audits and act as a point of contact for any internal audit queries.

Line management responsibility for 3 Property Maintenance Assistants.

- Monitor and oversee performance, setting direction and providing support to colleagues, including formal performance reviews and target setting.
- Implement the departmental compliance training matrix to ensure colleagues receive the relevant training in line with HR policy.
- Establish effective contingency plans to maintain continuity during periods of annual leave.
- Ensure all colleagues are aware of legislative and/or regulator updates.
- Act as a role model to reinforce key behaviours and organisational values, ensuring these are consistently instilled, encouraged and developed across the team to foster a high-performing, collaborative and inclusive culture.

Effectively investigate and manage customer complaints or disputes that may arise due to service failures and ensuring that any problems encountered are resolved swiftly.

- Ensure all complaints are treated as a learning and service improvement opportunity.
- Fully investigate all compliance related complaints in line with process, ensuring alignment with the Scottish Public Services and internal Albyn policy on timescales.
- Capture and ensure implementation of lessons learned.

- Draft responses to complaints for issue and/or approval in line with procedure.

Work with wider Property Services colleagues, including the Repairs and Maintenance Manager and Senior Maintenance Officer, to promote a positive workplace culture and ensure a collaborative approach across the department.

- Attend cross departmental meetings to represent the Asset and Compliance Team.
- Provide advice and support to repairs and maintenance colleagues on complex compliance related queries.
- Work with colleagues to ensure a senior officer is available for cover during periods of annual leave.
- Provide on call services on a set rotation for out of hours cover.

Health and safety

- Comply with safe working practices as defined by Albyn Group
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

General

- Be aware of and adhere to Albyn Group policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Albyn Group departments.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

Other

- Apply the Albyn Group values and behaviours to every aspect of the role at all times.
- Promote and maintain the standards of Albyn Group

PERSON SPECIFICATION

Essential: Education & Training	▪ Higher or equivalent standard of education. ▪ A property, facilities management, housing, health and safety, engineering or construction related qualification to SCQF Level 7, or demonstrable relevant experience. ▪ Demonstrate willingness to undertake continuous learning and professional development.
Essential: Skills	▪ A team player, with the ability to provide leadership, motivation and support to colleagues. ▪ Excellent organisation skills and close attention to detail. ▪ The ability to plan, prioritise, coordinate and structure busy team workloads to achieve objectives. ▪ Strong interpersonal skills to ensure effective communication with both internal colleagues and external customers. ▪ Customer focused, aiming to exceed expectations. ▪ Competent use of Microsoft Packages including Outlook, Word and Excel and the production of formal written correspondence, including reports. ▪ Competent use of asset management or similar software. ▪ Performance driven, with evidence of achieving positive outcomes and performance targets. ▪ Excellent problem solving and innovating skills, with evidence of seeking pragmatic, innovative solutions.
Essential: Experience	▪ Demonstratable experience of working in a supervisory or management position within a property related or health and safety environment, for example facilities management, housing, construction, property management or engineering. ▪ Experience of managing property compliance and planned preventive maintenance (PPM) programmes. ▪ Experience of reviewing, prioritising and implementing findings from surveys and risk assessments. ▪ Experience of managing contractors or subcontractors, including the use of KPIs. ▪ Experience of producing written reports and providing presentations to management teams.

	▪ Experience of leading teams to achieve key performance outcomes. ▪ Experience of designing and implementing policies and procedures within a compliance or property management related role.
Essential: Knowledge	▪ Knowledge of property compliance requirements including key legislation and industry best practice. ▪ Working knowledge of key health and safety legislation. ▪ Knowledge of PPM requirements and best practice for building components.
Essential: Other Qualities	▪ A demonstrable interest in the housing sector. ▪ Understanding of the importance of good governance. ▪ Professional, calm and confident manner. ▪ Adaptable to meet the needs of the service, including flexibility with core working hours as required. ▪ Access to own transport and the ability to travel to Albyn properties. ▪ Commitment to continuously improving service provision and tenant satisfaction. ▪ Caring approach to working with colleagues and tenants.
Desirable	▪ NEBOSH National General Certificate or equivalent. ▪ Chartered Institute of Housing Level 4 Certificate or equivalent. ▪ Experience of tendering contracts via Public Contracts Scotland and negotiating low value contracts to ensure value for money and performance objectives are achieved. ▪ Knowledge of the Scottish Housing Quality Standards, and the regulatory framework for social housing in Scotland. ▪ Experience of working within a regulated environment.