

## Job Description

Job title	HRA COMPLIANCE OFFICER
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA Property Services
Range	MPR 4
Reports to	HRA COMPLIANCE PROJECT MANAGER

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### Main purpose of the job:

To support the HRA Compliance Project Manager to ensure that the organisations statutory duties, obligations and its objectives are achieved in respect of Gas Servicing, Legionella, Electrical, Asbestos, Fire, lifts and any other associated mechanical and electrical services within the councils housing stock

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

- To assist the HRA Compliance Project Manager with ensuring that the organisations statutory duties, obligations and its objectives are achieved in respect of Gas Servicing, Legionella, Electrical, Asbestos, Fire, and other associated mechanical and electrical services within the councils housing stock.
- To provide advice and support to all Housing Staff as required in relation to the HRA's Compliance and servicing contracts.
- To ensure effective policies, processes and programmes are in place to provide assurance of ongoing statutory and regulatory compliance and delivery.
- Assist with the administration and management of the core compliance service for housing assets, monitoring KPI's and escalating performance issues to the HRA Compliance Project Manager.
- To be the services expert (alongside the HRA Compliance Project Manager) in managing and maintaining True Compliance and the HRA Compliance tracker and provide performance reports on compliance and remedials on a regular basis.

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- To undertake PEEP's (Personal Emergency Evacuation Plan) and PCFRA's (Person Centred Fire Risk Assessments) as and when required.
- To ensure that all compliance related certificates are saved, readily accessible and accurate.
- To liaise with the HRA's compliance contractors ensuring that compliance reports, KPI's and certificates are accurate and received on time.
- To ensure that the HRA's compliance contractors provide their accreditations and evidence of competency on an annual basis.
- Attend residents' meetings as required. To participate in Tenant Participation initiatives in those instances when housing maintenance and improvement is pertinent and to maintain a high profile with residents' groups in a leadership role.
- Represent Medway Councils HRA Housing team at local and regional task groups, relating to fire safety, and disseminate learning and best practice throughout the organisation to ensure fire safety compliance.
- To oversee contractors and consultants delivering compliance workstreams including but not restricted to.

PIR – DOMESTIC
PIR - COMMON PARTS
PIR REMEDIALS
LGSR
WATER MANAGEMENT - COMMON PARTS
LEGIONELLA - STORED WATER
ASBESTOS SURVEYS - COMMON PARTS
ASBESTOS REMEDIALS
LIFTS – COMMUNAL
LIFTS – DOMESTIC
CO ALARMS
SMOKE DETECTION
FRA SURVEYS – DOMESTIC
FRA SURVEYS - COMMON PARTS
FRA REMEDIAL WORKS
FRA AOV'S
FRA DRY RISERS
FRA EMERGENCY LIGHTING

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FRA SPRINKLERS
FRA FIRE DOORS IN COMMON AREAS & HFIL
LIGHTNING CONDUCTION
PRESSURE VESSELS ON HFIL SCHEME BOILERS
SCHELTERED SCHEME MONTHLY VISIT/CHECK

- To assist the HRA Compliance Project Manager on the effective management of statutory compliance ensuring all regulatory and legislative responsibilities for gas, electrical, asbestos, fire safety, legionella, and other associated services.
- Produce regular assurance reports for senior managers and council members covering all areas of performance and statutory compliance.
- Ensure that the council is keeping up to date on current trends in compliance best practice and legislation, and providing necessary information and advice to staff, contractors, and stakeholders on ensuring compliance is effectively managed to current standards.
- To carry out any other duties and responsibilities that can reasonably be expected, given the title, grading and level of responsibilities of this post.
- To attend and minute regular contract performance progress meetings with the HRA's compliance contractors, ensuring minutes and actions are circulated promptly.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the HRA Compliance Project Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

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### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

- Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc
- Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix.

##### Level B (in addition to level A criteria)

- Working towards a HNC in Building Studies or equivalent construction or Health and safety related qualification.
- Completion of role specific training as identified in the HRA Property Services training matrix.

##### Level C (in addition to levels A and B)

- Relevant academic, professional or management qualification (CIH – HNC level) in relation to Compliance, Repairs and/or Maintenance within a Social Housing Environment.
- Professional body membership

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#### Knowledge

##### Level A

- Basic knowledge of landlords' property responsibilities and working with contractors delivering these services
- Policy and procedural knowledge and applying logic to create practical solutions
- Working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment
- Knowledge of using a housing management system and compliance management software.
- Knowledge and experience of administering statutory and non-statutory compliance within a housing provider/local authority, including:

Gas Safety

Electrical Safety

Fire Safety

Legionella Management

Asbestos Management

Lift Management

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### Level B (in addition to level A criteria)

- Knowledge of how to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions
- Knowledge of how to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands,
- Knowledge of how to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- Knowledge of how to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.
- Proven working knowledge of the regulatory reform fire safety order 2005 and amendments
- Knowledge of the client's responsibility under Construction (Design Management) 2015.

### Level C (in addition to levels A and B)

- Knowledge of how to analyse and interpret complex information and situations.
- Knowledge of how to develop solutions and plans for the medium term and adopts an imaginative and innovative approach
- Knowledge of how to investigate a H&S incident and provide the necessary reports
- Knowledge of the procurement of contracts or services and works, accessing technical and other competencies of contractors and consultants

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## Experience

### Level A

- A minimum of 3 years' experience working with in a social housing property services environment
- Experience if hitting tight deadlines
- Experience of completing Housing admin tasks.
- Experience of applying the value for money principles and practices
- Experience of monitoring the performance of contractors and liaising with contractors

### Level B (in addition to level A criteria)

- 4-7 years' experience working with in a social housing property services environment
- Experience of driving service improvements across key front line customer services, ideally within a social housing field
- Experience of effectively managing a diverse workload.
- Experience of liaising, negotiating and consulting with contractors and reviewing provided KPI information
- Experience of using housing management systems
- Experience of driving and maintaining service improvements across property services

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### Level C (in addition to levels A and B)

- Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary
  - Able to write reports, briefing notes and papers relating to compliance performance.
  - Ability to carry out tasks which have considerable direct impact on the safety and well-being of individuals or groups of people, providing guidance on internal procedures, and interpreting policies and procedures.
  - Extensive experience of administering maintenance/compliance contracts including chairing meetings
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## Skills

### Level A

- Proficient in the use of Microsoft Office applications, including TEAMS
- Full valid driving licence for use in the UK and access to own transport for work purposes
- Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands.
- Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
- Ability to minute and assign actions during contractor progress meetings, ensuring actions are taken through to completion.
- Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences

### Level B (in addition to level A criteria)

- Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders
- Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way
- Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way

### Level C (in addition to levels A and B)

- Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary
- Able to write reports, briefing notes and papers relating to compliance performance.

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- Ability to carry out tasks which have considerable direct impact on the safety and well-being of individuals or groups of people, providing guidance on internal procedures, and interpreting policies and procedures.
- Ability to undertake PEEP's (Personal Emergency Evacuation Plan) and PCFRA's (Person Centred Fire Risk Assessments)