



## **Compliance Officer**

**Closing date: Wednesday 5<sup>th</sup> May 2021 at 9am**

**Interviews: Week commencing 10 May 2021**

**(date to be confirmed)**

# Role Profile



<b>Job Title:</b>	<b>Compliance Officer</b>
<b>Location:</b>	<b>North West / Agile / Remote Working</b>
<b>Hours:</b>	<b>35</b>
<b>Responsible to:</b>	<b>Compliance Manager</b>
<b>Responsible for:</b>	<b>Compliance Inspectors, Compliance Administrators</b>

---

## Purpose of the Post

Assist the Compliance Manager with delivery and management of all regulatory, statutory and non-statutory requirements, working collaboratively across the Group.

To have management responsibility for the delivery, inspection & testing compliance processes to provide a high level of internal and external customer satisfaction.

## Key Responsibilities

- To ensure the delivery of asset compliance policy and procedures, processes and risk assessments through a robust assurance process, identifying any gaps and reporting to the Compliance Manager.
- To be the main point of contact for the day to day operational delivery of the Group's statutory compliance function, ensuring a smooth delivery of a first-class value for money compliance service.
- Maintain data management systems to provide assurance of ongoing statutory and regulatory compliance, whilst providing for a high level of internal and external customer satisfaction.
- As directed, to undertake comprehensive investigation of compliance and assurance failures, and related incidents, to provide comprehensive reporting to the Compliance Manager.
- To ensure top quality service provision is delivered by internal or external service partners within budget and performance criteria.
- To collate performance data and draft reports on overall monthly, quarterly and annual performance indicators for each compliance work stream.
- To maintain up to date knowledge and an understanding of changes in relevant legislation.
- To maintain good working practise via continuing professional development, training and accreditation.
- Providing necessary information to staff, contractors and stakeholders around managing compliance effectively to current standards.

- Work effectively with key internal colleagues, external partners and stake holders to ensure MSV fulfil all property related Compliance and other statutory and regulatory obligations.
- To ensure compliance contracts are effectively supervised and performance managed to ensure compliant delivery of services.
- To assist in the selection and appointment of contractors and consultants in relation to compliance services and in accordance with the Group's financial regulations for procurement.
- To assist the Service Contract Manager with the day to day delivery of all asset compliance servicing and inspection programmes, along with the timely completion of associated follow-up works, servicing and advisory recommendations.
- Coordinate with MSV colleagues and contractors to implement approved procedures and advice in relation to regulatory requirements around property asset compliance.
- To drive the implementation of all compliance improvement actions in collaboration with colleagues to maintain and develop the Group's asset compliance data and control systems.
- To attend regular meetings with contractors in order to drive improvement in service delivery, performance and value for money with commercial partners across all services.
- In collaboration with the Growth, Partnerships and Business Development Team and other departments, ensure all new schemes and property developments comply with regulatory, statutory and non-statutory compliance.
- Where required, to manage technical surveys to properties in relation to legal proceedings stemming from control assurance failures and claims.
- To set up and maintain incident logs, including Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and Health and Safety Executives (HSE) reporting requirements.
- To support the Compliance Manager in advising the Group and Partners of legal and good practice changes in the regulatory standards framework affecting asset compliance.
- To initiate and monitor action, including reporting of occurrences of non-compliance.
- To deputise for the Compliance Manager as required.
- To manage allocated budgets within financial policies, including delegated authorities.
- To ensure business systems are utilised and developed effectively.
- To be committed to and promote equality and diversity in all activities.
- To apply the principles of General Data Protection Regulation (GDPR) and always maintain confidentiality, integrity and accuracy of the Group's data.
- To undertake such other reasonable tasks as may be required by line management.

### **Supervisory**

- To lead, motivate and monitor the Compliance Team with the delivery and management of all regulatory, statutory and non-statutory requirements.
- To assist the Compliance Manager with the management and direct supervision of the Team, overseeing that each member holds appropriate and up to date training to ensure they are competent to undertake their duties.
- To support, coach and motivate team members to achieve high levels of performance and customer satisfaction.

- To ensure effective induction and other training for team members.
- Assist the Compliance Inspectors with the organisation and undertaking of compliance inspections of property common parts in line with the Group's policy and procedure.

# Person Specification

A – Application    C – Certificate  
I – Interview      T – Test

## Compliance Officer

Criteria	Essential / Desirable?	Method of Assessment
<b>Appropriate Professional Qualification</b>		
NEBOSH or IOSH Compliance or Health and Safety qualification	E	C
Recognised qualification in asset compliance area (Gas, Fire, Asbestos, Electrical, Water Hygiene)	D	C
Committed to continued professional development	E	A
<b>Experience and Track Record</b>		
Experienced in an asset compliance or corporate health and safety role	E	A / I
Experience of successful and sustained delivery of services / work in a Statutory / Regulatory and / or Performance / Compliance environment	E	A / I
Proven track record of completing H&S inspections and audits and following up actions to ensure safe working practices are embedded	E	I
Experience of reviewing and investigating reports of incidents, accidents and near misses and making recommendations to prevent recurrence.	E	I
Experience in effective management and delivery of Compliance and H&S data and process management and systems	E	A / I
Skilled in conducting risk assessments and following through actions	E	A / I
Experience of compliance audit of two or more of the following H&S systems; Gas Safety (Installation and Use) Regulations 1998, Control of Asbestos, Legionella Control, Fire Risk assessment and control, LOLER.	E	A / I
Experience of developing and reviewing policy, procedures and systems	E	A / I



Criteria	Essential / Desirable?	Method of Assessment
<b>Knowledge and Skills</b>		
Knowledge of current asset related H&S legislation, regulations, codes of practice and their application in the social housing sector	E	A / I
Experience in delivering effective servicing & maintenance contracts to a diverse portfolio of mix tenure properties and associated budgets.	E	A / I
Ability to build and maintain constructive relationships with stakeholders by influencing their effective contribution and manage expectations to positively impact agreed business objectives.	E	I
Ability to demonstrate high levels of customer service, operational efficiency, safety and financial performance in a fast-paced environment.	E	I
Experience in operating statutory compliance contracts with knowledge of procurement activity and optimising technology to drive value.	E	I
Ability to produce clear, well-structured reports.	E	A / I
Experience of working with accurately managing and maintaining high quantities of varied types of data and analysis of data using reporting software	E	I
Ability to travel across the Group's areas of operation.	E	A / I
Risk assessment, auditing, inspection and investigation skills	E	I
Effective skills when planning and organising workloads	E	I
Ability to collate, prepare and present management reports ensuring accuracy and attention to detail	E	A / I
<b>Personal Characteristics</b>		
Excellent customer focus	E	I
Effective communication skills across a range of people and organisations – internal and external	E	I
Contributes to and supports team working	E	I
Actively promotes learning and development for self and others	E	I
Accuracy and attention to detail	E	I
Flexible	E	I
Committed to equality and diversity and customer satisfaction	E	A / I
<b>Important Considerations</b>		
Full driving licence and able to travel across the Northwest as required	E	A

## Compliance Officer

### Terms & Conditions of Employment

<b>Salary</b>	£29,768 - £31,593 per annum, (dependant on skills, knowledge and experience)
<b>Car Allowance / Mileage Rates</b>	Essential Car User Allowance HMRC Mileage rates (currently 45ppm)
<b>Organisational Fit Period (Probationary)</b>	6 months
<b>Notice Period</b>	1 month
<b>Pension</b>	Auto Enrolled into the SHPS DC Scheme Option to enter into the SHPS DB CARE 1/120 <sup>th</sup> pension scheme
<b>Holidays</b>	25 days per annum plus up to 5 days for long service
<b>Sickness Absence</b>	The Group operates a company sickness scheme that provides up to three months full pay and three months half pay after three years' service.
<b>Other Benefits</b>	Contributory Health Cash Plan, Employee Assistance Programme and other wellbeing options

## How Are MSV Recruiting and Holding Interviews During the COVID-19 Pandemic?

