

Role profile

Job Title:	Compliance Assurance Officer	Grade:	9
Department:	Housing Asset Management	Post no.:	66605
Directorate:	Housing and Environment	Location:	Perceval House

Role reports to:	Commercial Manager
Direct reports:	none
Indirect reports:	none

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- Ensure Ealing Council meets its statutory landlord compliance obligations in all areas including gas safety, water safety, asbestos, electrical safety, fire safety and lift/LOLER requirements.
- Support Asset Management leadership team in the management, monitoring and delivery of a high quality and robust compliance and responsive service ensuring that through your work, the council always remain compliant in regard to its statutory obligations.
- Report on servicing programmes and plans of work relating to statutory health and safety compliance and ensure they are delivered to the required standards ensuring that all necessary certification is in place at all times
- Oversee the delivery of compliance work streams across Ealing Council stock ensuring that services and installations have been quality assured at all levels including work to manage the 3rd party assurance process.

Key accountabilities

- Provide regular reporting on the services' compliance performance consolidating reporting on first, second and third lines of assurance including the findings of 3rd party audits
- Responsible for monitoring that all properties remain compliant for the relevant compliance work stream which includes:

- Gas safety
 - Water safety
 - Asbestos
 - Electrical safety
 - Fire safety
 - Lift/LOLER
- Responsible for reporting on verification of works completed and their quality by documenting a programme of post inspections spot checks to confirm identified works have been completed in line with contractual agreements.
 - Carry out computerised and manual administration on a variety of databases used by the Asset Management Service,
 - Maintaining the compliance Register and reporting compliance certification within Asset Database, and any other relevant systems or portal.
 - Manage the performance of the 3rd party auditing contractors within the Asset Management service ensuring a consistent service is delivered to Ealing residents
 - Liaise with external contractors and consultants in relation to Quality Assurance checks and Health and Safety Audits
 - Ensure contractors are compliant with health and safety issues as they relate to legislation and Ealing's procedures.
 - Maintain confidentiality and ensure compliance with data protection requirements.
 - Collaborate effectively across departments, sharing knowledge and supporting joint objectives.
 - Promote and uphold EDI principles in all interactions, ensuring fair and respectful treatment of all stakeholders.
 - Take responsibility for personal learning and development, keeping skills and knowledge current with industry standards and council policies.
 - Work collaboratively within your immediate team and across the wider organisation to achieve shared goals and deliver high-quality outcomes.
 - Support colleagues by offering assistance and sharing expertise to foster a positive and productive team environment.
 - Demonstrate a proactive and professional approach to customer service, ensuring queries and concerns are addressed promptly and courteously.

- Build and maintain positive relationships with internal and external stakeholders, promoting trust and confidence in council services.
- Strive to improve the customer experience by identifying opportunities for service enhancements and acting on feedback constructively.
- Ensure health and safety standards are upheld in all workplace activities, taking appropriate action to mitigate risks.
- Undertake any other duties commensurate with the role as directed by the line manager

Key performance indicators

- The critical success factors for this role will be based on the successful delivery of the Council's statutory and regulatory responsibilities, Corporate Objectives; Corporate Plan; and the Housing Asset Management Strategy.

Key relationships (internal and external)

- Residents.
- Members.
- Social Housing Regulator.
- Council Officers & Teams.
- Fire and Rescue Services.
- Service Providers.
- Specialist Consultants.

Authority level

- Support the management of asset data and building information for the Council's Housing (HRA) stock.
- Support the development and maintenance of relevant policies, procedures, and processes.
- Support the management of budgets and appropriate processes are in place to safeguard public funds allocated.

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. In-depth knowledge of Health and Safety Legislation, and building safety legislation, including the Building Safety Act 2022, Fire Safety Act, and Regulatory Reform (Fire Safety) Order 2005
2. Experience and knowledge of the current housing-related legislation of compliance work streams, e.g. fire safety, gas safety, asbestos, electrical
3. Experience of administration for contract management and performance-led activities with the compliance sector
4. Experience of engaging with customers/residents
5. Expertise in building safety management, including fire safety, within residential environments
6. Able to communicate effectively (verbally and in writing) and influence.
7. Excellent numeracy and IT skills
8. Demonstrated ability to make informed decisions independently and collaboratively, supported by factual information and well-presented justifications
9. Proficient in effective contract management
10. Able to work in a co-operative and supportive way with team members and others using initiative appropriately to get things done

Essential qualification(s) and experience

1. Educated to A-level or equivalent in Maths & English (Grades A*-C)
2. Committed to undertake relevant CPD to further enhance knowledge & understanding of Building Safety and Compliance

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards