



Role profile

The **Commissioning Alliance** delivers projects and services across social care, education and housing for local authorities in London and beyond. We are hosted and employed by Ealing Council as part of the West London Alliance.

Job Title:	Setting the Standard Compliance Officer	Grade: 8	Spinal Column Point Range 26-28
Department:	West London Alliance	Post no.:	66740
Directorate:	Commissioning Alliance	Location:	Hybrid

Role reports to:	Setting the Standard Service Development Manager
Direct reports:	N/a
Indirect reports:	N/a

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

- The Setting the Standard Temporary Accommodation Inspection Service is a Pan London housing standards & inspection service which inspects temporary accommodation. The aim of this service is to ensure quality across the sector and to ensure the standard of accommodation meets minimum agreed standard.
- The project was established in 2020 by the London Housing Directors' Group. It is delivered by the West London Alliance's Commissioning Alliance and is hosted by the London borough of Ealing. The StS Service currently supports 29 London local authorities.

- As an StS Compliance Officer, you will be providing a service to London's Temporary Accommodation Sector that makes a real difference to residents' lives by ensuring that housing conditions and management in residential accommodation are of a satisfactory standard. The role requires developing and maintaining relationships with individual Local Authorities and Accommodation Providers.
- To support the delivery of the Setting the Standard (StS) programme by ensuring compliance with housing legislation and standards, validating key property documentation, and engaging with accommodation providers and local authority teams.
- The role includes managing data systems, supporting StS Inspection Officers, and verifying data uploaded to the StS Inspection Portal, and the MHCLG Private Rented Sector Database- Pan London Uploads.

Key accountabilities

Compliance and Validation

1. Review and validate property compliance documents including (e.g., Gas Safety, Energy Performance Certificates (EPCs), Electrical Installation Condition Reports (NICIEC), Automatic Fire Alarm Detection System (AFD), HMOs and property licensing and other Health and Safety documents. To ensure contractors, certificates and documentation meet statutory, industry and StS Standards for validation.
2. Identify, support and report cases relating to property licensing and planning compliance breaches under Housing and Planning statute to Local Authority Enforcement Teams for investigation and intervention action.
3. Work with the StS Service Development Manager towards implementation of the requirements of the Renters Rights Act and other pending Housing association legislation impacting on the Privately Rented Sector (PRS) and Temporary Accommodation.
4. Provide updates to the StS Inspection Officers on important case related issues relating to certificate/document validation and work actions.

Data & Systems Management

5. Manage, maintain, and extract documentation and other information from the MHCLG, Private Sector Landlord Database, ensuring accurate information uploads and updates from multiple authorities to support their validation of StS TA Property Inspections.

6. Ensure that the StS Case Management System is kept up to date, and information uploaded by accommodation providers and other stakeholders is correct, complete and up to date to be validated.
7. Interpret and analyse inspection and other data, as required to identify trends to support service development and KPIs reporting.
8. Have a good working knowledge and the ability to use Microsoft Teams, Outlook, Excel, and other IT systems to manage workflows and communication streams.

Stakeholder Engagement

9. Check that the information provided and uploaded by accommodation providers and other stakeholders, onto the StS Inspection Portal is correct, up to date and complete, whilst also engaging with stakeholders to provide advice and support, to ensure information is suitable for validation to facilitate StS Grade uplifts
10. Interpret and analyse certificate, documents and other StS validation data, as required, to support service development, and reporting to identify trends, which can support the StS Service Development Manager, with provider engagement and the StS Provider of Concerns Process.
11. Contribute and assist, the StS Service Development Manager, with the development of stakeholder newsletters, surveys, and other information to ensure that the StS Inspection Service website is kept updated to reflect observations, legislative, technical and other guidance impacting on Temporary Accommodation properties.
12. Ensure that accommodation providers are signposted to relevant councils or external agencies to reflect any concerns, complaints or enquiries, including safeguarding and anti-social behavioural issues.
13. To ensure that stakeholders expectations are met to a high standard and are dealt with in a timely manner, while remaining professional, escalating any concerns to the StS Service Development Manager.

Housing Standards

14. Application of the Housing Health and Safety Rating System (HHSRS), and other relevant housing/property associated legislation to the role of the StS Compliance Officer, when undertaking validation processes.
15. Ability to identify and understand Local authority mandatory and discretionary licensing schemes, and planning use class requirements, and relay this information to accommodation providers where required.

16. Ability to undertake follow up inspections, remotely (or physically) to confirm the satisfactory completion of at compliance work and ensure these are recorded and validated on the StS Inspection Portal to achieve StS Grade uplifts.
17. Provide Housing Standards advice and information to accommodation providers, including feedback on observations/concerns following the validation of certificates/documents and works actions.

Essential Skills & Experience

18. Understanding, and the ability to interpret the Housing Act 2004 and HMO licensing conditions and requirements.
19. Working knowledge of the Housing Health and Safety Rating System (HHSRS) or the ability to undertake training to achieve accreditation in this qualification.
20. Ability to review, interpret and understand property and housing certificates and other technical compliance documentation.
21. Strong IT skills, including Microsoft Teams, Outlook, Excel, data interpretation and the ability to learn and interact with new IT and data reporting and interrogation systems and communicate findings.
22. Excellent written and verbal communication skills.
23. Self-motivated and able to work independently with a proactive approach to learning and collaboration.

Service delivery:

24. Keep abreast of appropriate legal and technical developments in the field of Private Sector Housing Standards and Temporary Accommodation.
25. Demonstrate and manage a 'can do' approach to getting things done, ensuring a prompt and efficient delivery of service.
26. Manage and maintain comprehensive casework records in the service's IT database and other record keeping systems.
27. Provide innovative and pro-active solutions to improve service delivery and respond to problems ensuring the delivery of excellent service to service users.

28. Respond to emails and provide advice and information to local authority private sector housing, temporary accommodation teams and accommodation providers.
29. Create a positive culture in the team aligned to the Commissioning Alliance's values within the service delivery team and with all stakeholders.

Other duties and responsibilities:

30. Use own initiative in day-to-day casework and bring any areas of concern or failings, with solutions, to the StS Service Development Manager.
31. Ensure diversity and equality are a key part of the day-to-day operational delivery and values exhibited by the management and service delivery team.
32. Undertake such additional duties or responsibilities consistent with the role and grade and as required by the StS Service Development Manager.

Additional Information

33. Training and support will be provided to develop knowledge and an understanding of the HHSRS, and other areas associated to the role, as identified.
34. Flexible working arrangements available.
35. Opportunities for professional development and cross-team collaboration across the West London Alliance (WLA).
36. Supporting StS Inspection Officers with inspections where required.

Key performance indicators

- Validation of documents, certificates and work Actions
- StS Grade Inspection uplifts for properties to achieve safe and satisfactory grades

Key relationships (internal and external)

- StS Service Development Manager
- StS Inspection Service
- Temporary Accommodation Providers
- Local Authority Stakeholders and Partners
- MHCLG and the Home Office
- Professional Trade Bodies

Authority level

Work collaboratively with colleagues in the West London Alliance (WLA) and staff in other service areas within the Council.

Person specification

Community and partnership working are essential for all roles.

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.

Candidates will be shortlisted on the areas marked with an **

Essential knowledge, skills and abilities

1. ** An understanding of Temporary accommodation in the privately rented sector, in a local authority context or relevant and appropriate transferrable skills.
2. ** Able to identify deficiencies and associated remedial work to validate StS property improvements.
3. Knowledge of private sector housing legislation, including HMOs in a Local Authority setting or similar context.
4. ** The ability to develop and manage relationships with temporary accommodation providers, StS Inspection Officers and other stakeholders.

Job related knowledge and skills:

1. ** Knowledge relating to the issues impacting temporary accommodation in the privately rented sector, to undertake the duties of a Housing Compliance Officer.
2. Knowledge or the ability to understand the context of private sector housing procedures and current and emerging Housing legislation and its impact on temporary accommodation.
3. ** An understanding of the Setting the Standards Inspection Service, and its role in the Pan-London Temporary Accommodation market.
4. ** Able to prioritise own activities, to be well organised and motivated and to work to performance standards, targets and deadlines.
5. ** Ability to accurately check and verify documents and certificates, with a good attention to detail.

6. Ability to promote and foster team working, according to the flexible demands and objectives of the service.
7. **Ability to communicate clearly in writing and verbally, responding to enquiries, providing advice, and have difficult conversations, particularly where these relate to the verification of documents, certificates and work-related actions.
8. Ability to identify breaches of StS requirements, and report these to LA partners and stakeholders.
9. **Can demonstrate with examples, the ability to work alone and within a team environment.
10. **Ability to use Windows-based IT systems and database packages - maintaining and retrieving data and to use the Internet.

Essential Qualifications and Experience

1. Minimum: GCSEs (Maths and English, Grade C or above) or equivalent. Ideally: A-Level or equivalent in a relevant subject (e.g., housing, law, compliance, NEBOSH).
2. Experience of working in a similar role or a role with transferable skills for at least two (2) years and be familiar with housing compliance frameworks and regulatory processes within the private rented sector, including auditing.

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 lofty standards