



## ROLE DESCRIPTION

<b>Role title</b>	Senior Lead Compliance		
<b>Directorate</b>	Community		
<b>Reporting to</b>	Head of HRA Property		
<b>Grade</b>	7		
<b>Evaluation ref</b>	LGR0119	<b>Job Family Ref</b>	
<b>Role purpose</b>			
Manage and lead the property compliance service across different sites.  Responsible for ensuring duties are carried out by the team in accordance with current Legislation, Government Policy, Regulatory Requirements, approved Codes of Practice, and guidance, and align with the Council's Corporate Plan, Business Plans and Service Plans. Failure to undertake statutory inspections could result in death, injury, structural damage, criminal proceedings, as well as reputational damage for Somerset Council.			
<b>Key results area</b>	<b>Accountability</b>		
Corporate Responsibilities	<ul style="list-style-type: none"><li>• Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.</li><li>• Update and advise Elected Members in respect of operational and policy issues in relation to the Service.</li><li>• Lead with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.</li><li>• Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.</li></ul> <ul style="list-style-type: none"><li>• Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.</li><li>• Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.</li><li>• Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.</li><li>• Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and</li></ul>		



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	<p>innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Service.</p> <ul style="list-style-type: none"><li>• Ensure that the Service places a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.</li><li>• Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Service.</li><li>• Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.</li><li>• Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.</li><li>• Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.</li><li>• Accountable for compliance with all relevant health and safety legislation and Somerset Council H&amp;S policies.</li></ul>
<p>Operational Service Delivery</p>	<p>Operational responsibility for all property related safety compliance within the Housing Directorate, addressing areas of non-compliance.</p> <p>Technical expert to all aspects of property compliance, including fire safety, water safety (legionella), asbestos, gas safety, electrical safety, radon, lifts, and other property safety related matters, including ensuring 'Best Practice' is implemented in the delivery of the service.</p> <p>Lead on procurement activities for all property related safety compliance and ensure all required contracts are in place in accordance with the Council's governance standards.</p> <p>Ensure accurate records are kept for all property related safety compliance areas and appropriate reporting systems are in place.</p> <p>Lead on internal and external audits for the service area and ensure approved recommendations are implemented effectively within agreed timescales.</p>



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	<p>Specifically, ensure fire safety compliance across the Council's property stock portfolio, including planning for and implementing recommendations and best practice from internal and national reviews, including the Grenfell Tower Inquiry.</p> <p>Deputise for Head of HRA Property on compliance related matters.</p> <p>Undertake site inspections of works.</p>
Strategic Delivery / implementation /Coordination	<p>Contribute to strategic and operational risk management activities.</p> <p>Carry out business planning relevant to the role and contribute to strategic management, including the setting and identification of priorities, targets, and outcomes, working methods and procedures, time scales and professional standards. To report the performance and delivery of services in line with the democratic calendar and produce an annual report on performance which identifies success and areas for improvement.</p>
Performance Framework	<p>Set clear standards and performance targets to all areas of property compliance and monitor and report on progress in meeting them.</p> <p>Ensure that subject service requests and complaints in relation to the service area are promptly investigated and the finding(s) acted on.</p> <p>Identify improvements to processes and systems to ensure the provision of the service meets the customer needs.</p>
Project/Contract Management	<p>Responsibility for all property related safety compliance contracts, surveys, removal works (e.g. asbestos), and remedial actions. Support and assist with refurbishment and demolition planned works undertaken to Housing properties.</p> <p>Consider Housing Property safety legislation, policies and guidance.</p>
Financial / Budget responsibility	<p>Responsible for the effective management of budgets, including setting, monitoring, and delivery of required works.</p>
Stakeholder Engagement	<p>Technical expert, advising Members, Executive Leadership team, senior management, regulatory bodies, support services and cross departmental dependencies.</p> <p>Responsibility for contractors to ensure property safety compliance works are completed safely in accordance with legislation, on time and within budget.</p>
Team Management	<p>Carry out and support people management including performance management and absence management, coaching, development and mentoring through formal and informal mechanisms.</p>



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	Provide property safety compliance related guidance and awareness training to service delivery teams.
Regulation / Statutory compliance	<p>Ensure all responsibilities for which the post holder is responsible, including the 'Duty of Care', are carried out in accordance with current Legislation, Government Policy, Regulatory Requirements, approved Codes of Practice, and guidance, and align with the Council's Corporate Plan, Business Plans and Service Plans.</p> <p>Produce Policy and Procedure documents for all property safety compliance areas.</p>
<b>Qualification/Knowledge/Experience/Skills</b>	
<p><b>Qualifications</b></p> <p><b>Essential</b>          Good general standard of education (minimum to A' level standard or equivalent) and relevant professional qualifications including (as a minimum) Asbestos management P405, Water Hygiene Legionella P901, NEBOSH general certificate qualification or relevant experience.          Evidence of continuing development of professional and managerial skills, e.g. through training, qualification and/or experience.          Evidence of continuing development of professional and managerial skills, e.g. through training, qualification and/or experience.</p> <p><b>Desirable</b>          Membership of relevant professional e.g. IOSH, BOHS          Qualification in project management, e.g. Prince2 or equivalent          CIH Certificate in Housing Management          Qualified to degree level or equivalent in a construction or related field.</p> <p><b>Knowledge</b></p> <p><b>Essential</b>          Knowledge and understanding of Health and Safety legislation and requirements.          Working knowledge of the Building Regulations.          Working knowledge of all property related safety compliance within a Social Housing environment.          Political sensitivity and commitment to public service ethos.          A demonstrative track record of leading, motivating and managing teams to achieve significant, sustainable service improvements and outstanding results, through internal and external partnerships.          Understanding/knowledge of medium-term financial planning and the integration between service and financial planning.          Experience of managing teams and able to deploy resources and staff, manage change and respond flexibly.</p>	

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### **Desirable**

Knowledge of project management practice in relation to a variety of service areas.

Local government experience and understanding of the whole local government sector and its current challenges.

Knowledge and understanding of equality issues and legislation. How they impact upon service provision, and how these policies can be integrated into business plans, strategies, service delivery and employment practice.

### **Skills and Experience**

#### **Essential**

Experienced in implementation of residential fire safety improvements. Including managing a fire risk assessment process.

Experienced in managing property related safety compliance within a social housing environment. Clear understanding and experience of the responsibilities within which a local authority must operate to deliver the role including statutory requirements.

Able to competently use Microsoft Office.

Be able to provide excellent customer service.

Ability to lead, motivate, enthuse, inform, and develop people, both reporting directly to the post holder, and those in other services.

Ability to manage using objectives, targets, performance management, problem solving and project/programme management.

Able to prepare and present reports on general and specific related matters to non-experts in a clear and comprehensible manner.

Excellent interpersonal and communication skills demonstrating the ability to consult, influence and negotiate with a wide range of people (e.g. public and partners) both inside and outside of the Council.

Detailed experience of budget management, including setting and delivery of works within budget constraints.

Experience of producing Policy and Procedure documents for all property safety compliance areas, and their successful implementation.

#### **Desirable**

Experienced in problem solving & decision making.

Able to demonstrate a strategic thinking capacity and be pro-active in developing and implementing continuous improvement across the service.

Numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so they can be understood by a wide range of people.

Able to make decisions on matters relating to the (whole service or number of services) and provide Councils, Members and external partners with clear advice and recommendations.

Experience in leading a team of professional staff in a large / complex organisation.

### **Dimensions of role**

The Housing Compliance team has responsibility for over 6000, council owned buildings. The role must provide reassurance to the authority that the retained housing stock are at, or above,

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the legal minimum safety requirements. Buildings vary in size and complexity from small two-unit dwellings to multi-block sites containing extremely vulnerable residents.

The scope of the role starts at identifying essential statutory and advisory guidelines and methods of implementing and maintaining them across the housing portfolio. Staying up to date with the latest regulatory guidance is essential to ensure what is in place is relevant and compliant.

The role has direct management responsibility for three Team Specialists who lead teams responsible for asbestos, fire safety, water safety, gas safety, electrical safety, lifts, and radon. The role oversees high-risk activities, including to a vulnerable client group, which must be constantly monitored to ensure they are done safely and as specified in task protocols. There is a strong focus from the regulatory framework to this area, as well as the need to meet a wide range of legislative requirements.

The Housing Compliance Team are responsible for ensuring regulatory and policy requirements are maintained for the safety of all tenants and leaseholders, and demonstrate the council's commitment to this, as well as protection of its housing assets and financial security of the housing provision.

The role is responsible for an annual budget of approximately Budget £2.5m.

The role is key to ensuring project works undertaken in relation to property safety are carried out as required on a planned approach, as well as to meet constantly changing legislative requirements. As such, close working relationships with a wide range of teams within the housing directorate are essential, as well as performing a checking and auditing role.

### Notes

Competencies / attributes	Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.
Working conditions:	Regular travel within Somerset. Surveying properties internally and externally. Work at height or confined spaces.
Working arrangements:	Respond to emergencies, on occasion during unsocial hours, and participate in a rota to provide response cover.  Attend meetings with the Council and other organisations, including public groups as required, sometimes outside normal office hours.