Job Description

Job title	Compliance Officer
Profession	Property Maintenance & Technical Assurance
Band	E
Directorate	CCO (Customer)
Accountable to	Contracts Manager

Job Purpose:

The role will support the Contracts Manager with delivering an effective servicing programme to ensure statutory compliance and contractual key performance indicators are met. Assist with coordinating access with customers and internal stakeholders, and managing legal action processes, if required.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Contracts Manager, the role will be responsible for ensuring there are robust processes in place and adhered to, to ensure the delivery of statutory obligations; and that key performance indicators are met. Ensure challenges with accessing buildings, and/or customers' homes is overcome, and the programme and compliance database is accurate and maintained.

Key Accountabilities:

- Lead on the management of the compliance database, ensuring the data held is accurate and up to date.
- Act as operational lead for the delivery of compliance programmes, ensuring that contractors are delivering as per the terms of their contracts and that SNG procedures and processes are being adhered to.
- Lead on implementation of communication strategy with customer, ensuring vulnerabilities and specialist needs are catered for.
- Manage the escalation access procedures associated with compliance programmes, lead on initiating legal action and support Legal team throughout this process.
- Conduct quality assurance of compliance certification through desktop analysis, ensuring it meets relevant legislative requirements and industry standards.
- Attend and partake in monthly operational meetings held with the contractors.
- Manage the asset registers and access arrangements, ensuring new buildings and assets are captured and added to servicing and maintenance programmes.
- Liaise with the contractor to ensure their programmes are accurately forecasted and resourced, ensuring contractors demonstrate appropriate levels of competency.
- Proactively assist with coordinating access needed by customers, including contacting customers via different communication methods – phone, text, and produce when required written communication.

- Provide monthly key performance indicator reports, including providing the backing data, to support the compliance reported.
- Identify and evaluate risks relating to programming and delivery, ensuring these are captured and escalated as appropriate, taking the lead on introducing mitigation and lessons learnt.
- Produce information pack and share accordingly with internal stakeholders to enable legal proceedings, and support accordingly with any associated information needed.
- Support the service Contracts Manager to provide administrative assistance with reports and compliance data as required.
- Obtain all associated information required relating to service failures, including non-compliance and complaints.
- Record feedback and support the collation of resident satisfaction data post-completion.
- Help ensure that works are delivered in line with relevant standards and specifications.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Excellent IT skills across all core programmes and applications.
- Excellent administrative skills to manage a diverse workload and ensure effective recording of decisions made.
- Ability to meet deadlines and plan and deliver a range of different activities.
- Ability to validate information and demonstrate attention to detail.
- Strong communication skills with the ability to write a report, letters and emails, and adapt this approach for different audiences, and
- Excellent customer focus.

Desirable

- Experience social housing.
- Experience managing compliance programmes.
- Holistic understanding of statutory obligations.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4827	Laura Jones	18/03/2025	
2.0				