

## Compliance Manager

Salary – Grade PO13 £45495 - £48587  
(23/24 pay award pending)

A new and exciting opportunity has arisen for the post of Compliance Manager based primarily in Shrewsbury, but with travel to Bridgnorth and Oswestry.

We're looking to recruit a highly skilled, self-motivated, and innovative individual to lead the Compliance Team in ensuring that our residents are safe and that our legal and regulatory standards are met in the big six areas of:

- Fire Safety
- Electrical Safety
- Gas Safety
- Asbestos Management
- Legionella
- Lift Safety

As the Compliance Manager you will be responsible for creating a culture of safety and high-performance in the areas of compliance by overseeing service delivery and providing leadership to a team of officers. You'll be empowered and supported to make a real difference, giving direction and professional guidance with accountability for performance management and in supporting delivery of STAR's strategic priorities along with budget management.

### Who are Shropshire Town and Rural Housing?

We are an Arm's Length Management Organisation with responsibility for the management of all 3995 Shropshire Council owned homes in the Oswestry & Bridgnorth areas. We put the needs of our residents at the centre of how we deliver our services, in line with our vision, **"listening to our residents, together we create quality homes and vibrant communities"**

Regulatory compliance is one of the most critical areas in social housing and we want to ensure that our team, systems, and housing stock are where they need to be to ensure our tenants are protected.

### What will you get in return?

- Up to 33 days annual leave per year, plus bank holidays
- Access to Local Government Pension Scheme (employer contribution rate of 19%)
- Hybrid Working Policy
- Employee Benefits Portal, including the introduction of a salary sacrifice car scheme
- Wellbeing Support Package, which includes access to top counselling and physiotherapy services
- Training and development opportunities

For an informal discussion please contact Tom Forty, Operations Director on 07972 727522 or Harpreet Rayet, Managing Director on 07837 820861.

Please send your completed application form to [jobvacancies@starhousing.org.uk](mailto:jobvacancies@starhousing.org.uk)

**Closing dates for application: 9.00am, Monday 3<sup>rd</sup> July 2023**

**Interviews week commencing 17<sup>th</sup> July 2023**

## Job Description

### 1a Details of Post

- Title:** Compliance Manager
- Post Number:** TBC
- Grade and SCP:** PO13, SCP39 – 42
- Reports to:** Assistant Director of Assets
- Responsible for:**
- 2 x Compliance Officers
  - 1 x Electrical Services Team Leader
  - 1 x Fire Safety Compliance Team Leader

### 1. Main Purpose

Reporting to the Assistant Director of Assets, you will be responsible for ensuring that the highest standards of property and customer safety are maintained, and that STAR remains compliant with all legislation and regulations relating to property safety and compliance.

This involves leading a small team and ensuring comprehensive compliance across our housing stock, including gas and heating, electrical safety, fire safety, water safety, lift safety, and asbestos.

The Compliance Manager will be responsible for overseeing procurement, contract management, and budget oversight, ensuring value for money and compliance with all legal and regulatory requirements.

### Roles & Responsibilities

- Develop, implement, and oversee comprehensive compliance strategies, policies, procedures, and management plans.
- Ensure compliance with all legal and regulatory requirements related to gas and heating, electrical safety, fire safety, water safety, lift safety, and asbestos in our housing stock.
- Lead, manage, and develop a small compliance team, fostering a culture of high performance and engagement.
- Procure and manage contractors, ensuring adherence to contracts and the resolution of any issues or disputes.
- Work closely with HR and council colleagues to establish a competency and training framework, ensuring all staff are informed and trained to the required levels.
- Assist with the development of and implementation of corporate Health and Safety policies and procedures.

- Working with the Council, advise, and support colleagues on all Health and Safety related matters, including the development and completion of risk assessments and method statements with identification and implementation of appropriate control measures.
- Manage compliance budgets, ensuring value for money and financial effectiveness in line with policies and delegated authorities.
- Address all remedial actions from audits and assessments within the required timescales.
- Collaborate with colleagues to ensure compliance is embedded across the organisation, including in new build developments, planned maintenance programmes, and day-to-day repairs.
- Oversee a the procurement, review, award and contract management of external contractors to complete assessments, remedial works and improvements to support our compliance and property safety agenda
- Work with colleagues to engage and inform residents on topics of safety.
- Maintain accurate and reliable compliance data, ensuring robust data management and governance.
- Remain up-to-date with changing regulatory and legal requirements.
- Report to the board and maintain strong stakeholder relationships.
- Drive continuous improvement across the organisation.

### **Performance & Customer Focus**

- Engage with residents and customers, maintaining an appropriate personal profile.
- Ensure services and plans are customer-focussed and meet the needs of current and future residents
- Act as an advocate for their service and work collaboratively with colleagues across STAR Housing to meet the needs of the customer.
- Work collaboratively with colleagues across STAR to support the achievement of business-wide objectives
- Meet individual performance and personal development targets agreed through the Personal Development Review Process, learns from experience and is committed to continuous improvement individually and as an employee of STAR Housing.

### **Conditions of Service**

The conditions of service are those laid down by STAR Housing, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

- a) The post is based at The Spruce Building, Shrewsbury, however a Hybrid Working Policy is in place.
- b) This post is subject to the following:
  - The post is Permanent for 37 hours per week.
  - Occasional evening work may be required.
  - The post is subject to the organisations' Annualised Hours Scheme.
- c) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

- d) Annual leave entitlement is 28 days per year, rising to 33 days after 5 years' service, two of which need to be held for Christmas Closure's. In addition, staff receive statutory bank holidays and a concessionary day at Christmas is given at the Company's discretion.
- e) The appointment is subject to three months' notice in writing on either side.
- f) The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.
- g) Smoking is not allowed in STAR Housing buildings, vehicles or in any STAR Housing places of work.
- h) It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on STAR Housing business at the rate of 45 pence per mile.
- i) The post may require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.

### **Pre-employment Requirements**

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form.

**Person Specification  
Compliance Manager**

Attributes	Essential/Desirable	Method of Assessment
<b>Qualifications (or equivalent skills)</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level in a relevant discipline; or can demonstrate by example significant experience in leading compliance delivery programmes of work aimed at keeping customers and colleagues safe.</li> <li>• Relevant core diploma qualification in in health and safety or property compliance (e.g. NEBOSH /ASCP – Association of Compliance Professionals)</li> <li>• Full, clean driving license.</li> <li>• Demonstrable CPD in relation to Compliance and Health and Safety.</li> </ul>	Documents & Interview
<b>Experience and Knowledge</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Detailed and demonstrable working knowledge of core property compliance legislation and associated codes of practice and/or best practice.</li> <li>• Knowledge or experience of best practice and relevant British standards, such as BS9997 on fire safety.</li> <li>• A thorough knowledge of contract preparation, contract law, and an open and progressive approach to contract management.</li> <li>• Experience of supporting compliance and Health and safety in a repairs and maintenance environment by developing and implementing compliance frameworks e.g. policies, procedures, processes and systems.</li> <li>• Thorough understanding of Social Housing regulatory requirements.</li> <li>• Previous experience of working in a similar role within housing association or property background.</li> </ul>	Documents & Interview

	<ul style="list-style-type: none"> <li>• Demonstrable experience in developing and implementing compliance strategies, policies, and procedures.</li> </ul>	
<p><b>Specialist skills and abilities</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Effective negotiating skills.</li> <li>• Extensive and detailed knowledge of building construction techniques.</li> <li>• Experience of procuring EU level tenders both directly and via the use of other methods such as frameworks.</li> <li>• Experience of project planning, programming and monitoring.</li> <li>• Experience of managing and overseeing both in-house delivered and external delivered contracts.</li> <li>• To be able produce statistical monitoring data of performance against indicators.</li> <li>• Ability to manage and possess the skills to motivate, guide and inspire a compliance team.</li> <li>• Excellent communication skills to produce clear and effective documentation and reports.</li> <li>• Proficiency in relevant software programs, including databases and spreadsheets.</li> <li>• Analytical skills to effectively analyse compliance data and draw accurate conclusions to inform an improvement plan.</li> <li>• Excellent organisational skills to cope with a fast-changing environment and multiple concurrent tasks.</li> <li>• Has proven and extensive customer service skills and a proactive attitude to a quality delivery provision.</li> <li>• Excellent analytical skills, time management skills and ability to work under pressure to meet deadlines with close attention to detail.</li> <li>• Strong leadership and people management skills, with the ability to inspire and influence teams.</li> </ul>	<p>Documents &amp; Interview</p>

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|  | <ul style="list-style-type: none"><li>• A proactive attitude, a commitment to continuous improvement, and the ability to embed a customer-centric culture within the team.</li></ul> |  |
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Please ensure that the Job Description and Person Specification are used as a guide when completing your application form. All of the criteria will be assessed via your application form; further methods will be used to support this in the interview stage.