

Rykneld Homes Ltd.

Job Description

Division: Compliance **Service:** Property Services

Post: Head of Property Compliance

Post Number: RH398

Responsible To: Director of Property Services

Subordinates: Managers, Supervisor, Specialist Contractors

Key Accountabilities

- This is an essential role within the Property Services Directorate of RHL where you will work closely with the Senior Management Team to lead your specialist teams to manage all aspects of Property Compliance services for our customers throughout North East Derbyshire to keep them safe in their homes and communities. This will include the historical key 6 regulatory areas within the sector, alongside damp, mould & disrepair and Building Safety (No High-Rise Buildings).
 - Being the compliance expert, working in collaboration with all areas of the business, you will ensure there is a robust strategy, effective policies, procedures & process maps alongside a robust competency framework ensuring RHL meets all its obligations under the Regulator of Social Housing's Consumer Standards [Safety & Quality], that we have an evidence based Golden Thread of Information through strong data, and that the properties we manage are safe and decent as a result.
 - The role will require you to be able to plan, procure, contract manage and oversee the delivery of multi-million pound revenue and capital workstreams within areas of responsibility demonstrating leadership in line with the organisations 'One Team' culture.
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Main Duties and Responsibilities

- Manage the delivery of a high-quality, customer focused service that provides value for money to both tenants and leaseholders, with a right first time approach, ensuring compliance with health and safety legislation, industry best practice, and procurement and financial regulations.
- Implement, manage and deliver performance on current and any future legislation to meet statutory & regulatory obligations.

- Ensure compliance oversight for both domestic & non-domestic assets in key areas including Gas, Solid Fuel, Unvented, Electrical Safety, Legionella, Lifts, Asbestos, Fire, Building Safety, Damp, Mould & Condensation & Disrepair.
- Serve as the Information Asset Owner for property compliance records, ensuring regular data validation to comply with internal/external audits. Keep statutory compliance databases, third-party portals, and the Asset Management software updated and fully functional with a clear 'Golden Thread'.
- Ensure a robust competency framework and training matrix is in place for all RHL Staff and Contractors as required.
- Ensure pro-active auditing and training takes place both work in progress, and post inspection to positively drive continuous improvement and safety through the work we carry out. This can be internal & through a 3rd party in line with 10% industry best practice.
- Contribute to sustainable renewable energy solutions within areas of responsibility in line with our Business Plan & EPC targets.
- Lead major incident response as the responsible person, ensuring risks are mitigated through prompt, effective management to maintain business continuity.
- Ensure both Strategic & Operational Risk Registers are updated with risks identified and escalated appropriately.
- To lead on and manage procurement activities for service contracts and materials in conjunction with technical policies and standard, along with the compliance of the RHL specifications.
- Produce regular KPI reports and take ownership and responsibility for rectifying and learning from enquiries, complaints or disrepair claims and to ensure that service improvements are addressed and implemented.
- To lead and manage the planning and enablement of delivery of excellent works, and to ensure that labour is managed to maximise resources and availability.
- To ensure the team and/or contractors/partners support and further the aims and objectives of RHL Service and Delivery Plans and any other relevant business plans.
- To ensure the team provides excellent quality services consistently exceeding tenants expectations and include comprehensive customer care standards throughout the delivery of services.
- To develop and maintain a culture of continuous improvement within teams and/or partners, to gain a reputation for innovation and cutting-edge service delivery.

- To optimise the use of resources to assist in achieving excellent services for housing in North East Derbyshire and taking account of the latest techniques and key current issues.
- To contribute to the exploration of the opportunities available for providing better value for money where appropriate.
- To contribute to the budget setting and monitoring processes, ensuring financial targets are met and budget monitoring is effective.
- To ensure the team and/or partners support and facilitate joint working across RHL.
- To ensure that all services provided directly and through our partners/agents are customer-focused, with customer involvement embedded throughout all key processes.
- To ensure that regular meetings are held with the team and other stakeholders where appropriate.
- Lead on ensuring the effective marketing of compliance services to secure brand loyalty, develop confidence and reduce complaints in the service.
- To work in conjunction with the Health and Safety Manager to provide a safe working environment, proactively developing safe working practices in (primarily but not exclusively) a building and construction related environment.
- Such other duties commensurate with the grading of the post as may from time to time be determined.

Service Management

To be responsible for the following within the team:

- Performance management, along with learning from complaints, giving feedback and making service improvements.
- Dealing with everyday enquiries/formal complaints and completing and compiling documents to substantiate the case, and to ensure that future measures are in place to ensure that lessons learnt are included within our process and procedures. Ensuring appropriate administrative support to the teams.
- Appropriate budgetary monitoring/control and training to others as needed.
- Effective communications within team, with the community and with partners and stakeholders.
- Service standards and quality.
- Service planning.
- Monitoring excessive repairs and working with other staff members to address this.

- To ensure that service programmes align with wider business plans and programmes.
- To ensure that all repairs to properties are addressed in one visit, where possible.

Organisational Management

To take the following broader responsibilities:

- Customer care.
- Deputise for the Senior Manager as necessary.
- Reporting to senior management, partnering and customer groups, and the democratic structure as required.
- Play a wider role in training, service development and strategic issues across the organisation as required.
- Familiar and compliant with all relevant Legislation, Policies and Procedures.

General

- Assist in the training and development of new members of staff as required.
- To carry out all duties with awareness and regard to Health & Safety issues and adhere to safe systems of work specified in Rykneld Homes' Safety Policy.
- To be aware of and adhere to the Rykneld Homes' Policies on Equalities at all times.
- To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.
- Adhere to Rykneld Homes' standards of behaviour and Code of Conduct.
- Such other duties commensurate with the grading of the post as may be from time to time determined.

Key Contacts

- Individual Service Users.
- Service user Groups – e.g. TARAs.
- Partners and stakeholders.
- Councillors and MPs.
- Rykneld Homes Managerial Team (all levels).
- District and County Council Programme Areas.
- Contractors, Suppliers and their representatives.
- Consultants and Agencies.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
Skills and Experience		
<ul style="list-style-type: none"> • At least 5 years' experience of working in a construction or housing related environment. At least 2 years must have been in a management capacity, including supervision and budgetary control. • Experience working under the RSH Consumer Standards [Safety & Quality]. • Proven ability, knowledge and resilience to work with emergency services, regulatory bodies and legal representatives in the management of incidents. • Excellent leadership, coaching, and management skills with a collaborative, yet constructively challenging approach. • Experience of financial planning and effective budget management in respect of Revenue and Capital expenditure and the implementation of budgetary monitoring & control. • Familiar with quality systems and data reporting methods like IIP, EFQM, Housemark, STAR, GIS, and Trend • Demonstrate understanding of the principles of operating a business in a competitive environment and within a public sector context. • Experience of managing transformational change and business processes in a large organisation. • Experience of strategic planning and management of projects. 	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>

Personal Skills/ Characteristics	Essential	Desirable
<ul style="list-style-type: none"> • Experience of managing a property team delivering measurable performance against contractual KPI's at top quartile. • Able to work under pressure, responding flexibly and to tight deadlines. • Excellent communication, negotiating and presentation skills. • Experience of setting targets and monitoring performance. • Experience of developing and implementing strategies and policies. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
<u>Qualifications</u>		
<ul style="list-style-type: none"> • Evidence of continual professional development • Educated to degree level or equivalent experience through time served in a construction related discipline • Membership of a Professional Body (CIOB/RICS as examples) or a willingness to achieve within a reasonable timescale • Relevant Management qualification <i>or</i> proven experience of Management & Supervision of a Team • Possess a Compliance or Health & Safety qualification relevant to the areas of responsibility with a sound understanding of operational practices underpinned with extensive sector experience • Willingness to undertake any training relevant to the role, including to meet the requirements of the Government's competency agency work towards obtaining the required CIH4 housing qualification • Ability or experience of delivering and organising training. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓

Personal Skills/ Characteristics	Essential	Desirable
<u>Personal Qualities</u>		
<ul style="list-style-type: none"> • To be a resilient, innovative & enthusiastic leader who puts the customer at the forefront of service delivery. • Strong written & verbal communication and presentation skills, with the ability to contribute to board-level discussions with the ability to explain complex concepts clearly and coherently. • Proven ability to build, manage and develop lasting, trusted relationships with internal and external stakeholders. • Effective at networking and influencing at all levels • Ability to plan and prioritise a demanding workload whilst working under own initiative. • An understanding and commitment to equality, diversity & inclusion. • Commitment to customer care and an understanding of its relevance to this post. • Committed to team working with a positive approach to problem solving. 	<p style="text-align: center;">✓</p>	
<u>Personal Circumstances</u>		
<ul style="list-style-type: none"> • Possess a full valid driving license with the ability to travel as necessary to meet the needs of the post. • Able to work flexible hours to meet the service needs. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.