



## Job Description

<b>Title:</b>	Property Compliance Coordinator
<b>Accountable to:</b>	Director of Central Services
<b>Responsible for:</b>	Landlords, Local Authorities, Link Managers, Regional Support Workers, Shop Managers, Contractors, External Suppliers
<b>Location:</b>	National Office – Leamington Spa
<b>Contract Type:</b>	Permanent
<b>Working Hours:</b>	Full Time – 35hrs per week
<b>Benefits:</b>	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements

Life manages a dispersed network of supported housing units in 22 locations across England and Northern Ireland, providing 111 bed spaces with additional outreach services. Life also has a portfolio of 12 Retail shops across England and Northern Ireland.

### Main purposes of the job:

- Reporting to the Director of Central Services and managing the Charity's property portfolio for compliance, maintenance, contracts and services.
- The lead for all property related compliance activities including but not limited to Gas Safety, Fire Safety, Legionella and Asbestos across the Charity's Housing and Retail stock.
- To oversee all aspects related to the Charity's property portfolio, including commissioning, decommissioning and renegotiation of leases and management contracts in conjunction with relevant managers.

### Key achievement areas:

- 1) To instruct contractors/suppliers to carry out compliance related works as required and address and identify remedial works.
- 2) Organising the timely renewal of mandatory compliance certification as required, to include but not limited to; Gas Safety, EICR, EPC, FRA's and Legionella.
- 3) To ensure the statutory and best practice requirements as they apply to gas, electrical testing, water safety, asbestos and fire safety in line with relevant current legislation.
- 4) Process general maintenance and emergency property issues and process accordingly.
- 5) Act as a central point of contact for landlords, managing agents and contractors in relation to any works required.
- 6) Work with frontline staff to arrange access to properties with correct notification, as necessary.

- 7) Maintain records of completed works, compliance and actions for reporting purposes using the Omniledger system.
- 8) To liaise with landlords and oversee all of the Charity's commissioning and decommissioning of properties where appropriate.
- 9) Work collaboratively and manage external contractors ensuring they meet their contractual obligations in relation to cost, quality and performance and legal requirements.
- 10) To ensure the Senior Leadership team and Board of Trustees are provided with management information on performance and risk of property compliance.
- 11) Embrace a culture of high quality service delivery and ensure that any feedback is used to drive service improvements.
- 12) Review, monitor and negotiate contracts across the charity to ensure best value for money, performance standards and contractual needs. If standards fall below expected levels, to liaise with suppliers to rectify any issues.
- 13) To work with relevant managers to ensure all planned and cyclical maintenance requirements are budgeted for within relevant departmental budgets.
- 14) Undertake any other duties that are essential to the job role.
- 15) Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
- 16) Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you

### **Safeguarding Children & Adults at Risk of Harm:**

- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk

### **Personal responsibilities:**

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.

- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

### **Corporate behaviours:**

#### **All staff are expected to:**

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all members of the Marcomms Team are expected to:

- Value and recognise ideas and the contribution of all team members
- Help individuals to perform to the best of their ability
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

## Post title: Premises Compliance Coordinator

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
<b>Business Management / Service Delivery</b>		
Experience in the delivery of support and/or care services.		✓
An understanding of housing management legislation, basic building construction, relevant government policy and current housing issues.		✓
<b>Strategic Ability / Innovation</b>		
Willingness to contribute to the development of services.	✓	
Experience in delivering results.	✓	
Good strategic awareness		✓
<b>Experience / Knowledge / Qualifications</b>		
Knowledge and understanding of performance-based management in a customer focused service organisation.	✓	
Good knowledge of social housing, leasehold management and asset management.	✓	
A good level of literacy and numeracy.	✓	
Minimum 3 GCSEs (or equivalent) including English and Maths	✓	
Proven experience of working within a care and/or support service.	✓	
Relevant Housing qualification.		✓
Recent relevant experience working with individuals in crisis		✓
Knowledge and practical experience of Housing sector		✓
Experience of managing risks with statutory compliance and safety of buildings	✓	
Understanding the needs of vulnerable people.		✓
Establishing and maintaining robust systems and processes	✓	
Awareness of relevant legislations eg gas servicing, fire safety, asbestos.	✓	
<b>Communication</b>		
Communicates effectively and openly at all levels.	✓	
Excellent verbal and written communication skills.	✓	
Experience of communicating effectively with customers to identify their needs, preferences and demands.	✓	
<b>Personal</b>		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	

Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Common sense and the ability to use initiative when making decisions	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
Driven, self-motivated with commitment to succeed	✓	
Resilient and robust with a positive outlook	✓	
Energetic with a high degree of personal drive	✓	
Ability to negotiate and influence	✓	
Excellent interpersonal and organisational skills	✓	
Ability to demonstrate good people skills in managing complex and difficult situations	✓	
An interest in working with diverse social groups		✓

**Internal Use Only**

Approved by: Emma Turner

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