

## Bernicia Group Role Profile

**Title:** Compliance Coordinator

**Reporting to:** Compliance Team Leader

**Date:** September, 2020

## Purpose

Support the delivery and validation of an outstanding statutory landlord compliance service for the Group, safely managing and maintaining our buildings and customers' homes, including:

- Performing a wide range of tasks to contribute to the efficient running of the Compliance service for the Group, including client administration of servicing and inspection regimes for all compliance requirements within the managed stock, scheduling works, updating completions, identifying/managing the completion of follow on works and managing the receipt and processing of certification.
- Supporting the maintenance of the core housing and related databases/systems to facilitate the ongoing safe management of landlord compliance for the Group, highlighting and resolving exceptions, and managing the receipt and processing of certification.
- Supporting the Compliance Team Leader in the day to day management and control of the services delivered by the Compliance team, contributing to the efficient running of the team, providing a variety of practical support and administrative activities.

## Accountabilities

### Operational

Responsible for the delivery of all landlord statutory compliance, including:

- Contract management of service contracts including the monitoring the progress and completion of works/services to the required timescales, collating and processing services documents, completions and certification, including tracking and ensuring the timely receipt of certification to deliver compliance in full.
- Maintaining administrative records, including processing, scanning and electronically filing legislative documentation and certification.
- Issue notification letters in accordance with servicing and access requirements
- Monitor overdue compliance, liaising with contractors, Housing and customers to arrange access, providing records of access attempts for court action
- Collate works order raised from inspections and monitor their timely completion

- Support the administration of the quality check of works carried out by contractors.
- Entry of Schedules, Works Orders and Works Order Variations to relevant I.T. systems (under direction from Compliance Team Leader).
- Seeking quotations from contractors and administer and support the process for Contractor Invoice entry and management including prompt processing, scanning of invoices/documents, chasing invoices not received and updating relevant I.T. systems with actual costs from contractor's invoices
- Supporting the maintenance of specific agreed contract rates and SOR codes for contractor agreed Works Order job specifications
- Upload of data to systems, specifically EPC's, Periodic Electrical Testing Certificates, property photos, plans, cyclical servicing documents and other documents as may be required from time to time, and coordinate contractor deliverables on these, ensuring all required documents are received and recorded as necessary
- Assist with the creation and mailing of notification letters, leaseholder consultations and similar paperwork
- Liaising with the Asset Manager in providing relevant information to deal with any relevant queries from the Internet, letters from tenants or tenant's telephone enquiries as required
- Adhere to the Group's Health and Safety Policy and be proactive in this area
- To participate and contribute in the monitoring, auditing and quality control of procedures to ensure effective operational delivery of customer service and the production of relevant KPI's
- Support the Compliance Manager and Compliance Team Leader in the chairing of regular contract meetings to ensure delivery of contracts to all key and management performance indicators (including cost, time, quality, H&S) with full mitigation of risk, reviewing with contractors any non-performance and contract enforcement issues, monitoring and reviewing corrective actions
- Other duties which may be required from time to time or as may be commensurate to the post and skill of the post-holder
- Observe and deliver services in line with operational policies and procedures and all statutory, legislative and regulatory obligations.
- Work consistently and accurately to achieve objectives and expectations in line with service standards and timescales.
- Maintain an in-depth and current knowledge of all relevant legislation (including planned updates and all amendments) and best practice relating to all areas of compliance.

## Strategic

- Create a learning and development culture that supports and encourages a passion and curiosity for continuous professional development.
- Research, recommend and integrate current and future trends in learning, to build coaching and mentoring capacity, alongside the application of motivational and behavioural science, into Bernicia's learning approach.
- Contribute to the identification, design and implementation of relevant plans and strategies for the People, Culture and Communications function, to ensure we continue to deliver a first class service.

## Corporate

- Contribute to raising Bernicia's profile in developing a network of suitable contacts amongst organisations and individuals likely to assist in achieving Bernicia's vision.
- Contribute to the development of strategies and quality standards across all of Bernicia's services.
- Ensure that all core policies in relation to standards of behaviour, equality and diversity, customer care, people management, people development, data protection and health and safety are fully implemented, along with an appropriate system for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

## Essential and Desirable Skills & Experience

**Essential criteria:**

- Use and application of relevant data management systems and related databases used for compliance related work.
- Ability to develop, interrogate and present detailed and accurate performance management information.
- Able to work under pressure and deliver results to tight deadlines

**Desirable criteria:**

- Level 4 VRQ Diploma in Asset and Building Management Compliance
- Level 4 Gas Safety Management in Social Housing
- Level 4 VRQ Certificate in Electrical Safety Management in Social Housing
- Lift/Legionella/Asbestos Safety Compliance Management
- BOHS P405 & P407 Management of Asbestos
- BOHS Certificate of Competence in Legionella
- FPA Certificate in Fire Management
- NEBOSH National Certificate in Fire Safety and Risk Management
- National Certificate in Construction Health and Safety

Signed by Post holder..... Date .....

Signed by Manager ..... Date .....

<b>Values</b>	
<b>Value</b>	<b>Expectation</b>
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are personally accountable for delivering on our commitments.
<b>Competencies</b>	
<b>Competency</b>	<b>Expectation</b>
Delivering the Vision	Articulate and support Bernicia's vision.
External Awareness	Keep abreast of key policies and social trends that affect your area of responsibility; understand how short and long term plans impact on your function.
Individual Leadership	Exhibit strong leadership skills.
Value for Money	Maximise allocated resources and deliver results.
Working In Partnership	Identify and maintain effective relationships with colleagues and stakeholders.

Resilience /Determination	Deal effectively with pressure, maintain focus and intensity and remain optimistic and persistent even under adversity.
A Customers Centred Culture	Listen to and understand customers, anticipate their needs and give a high priority to customer satisfaction.
Risk	Recognise and be willing to take calculated risks in line with Bernicia's risk culture.
Change	Be open to change and adjust rapidly to new situations instilling confidence in others.
Building Capacity	Ensure the team's knowledge and skills set are current and evolving.
Communication	Keep people well informed and communicate messages clearly and concisely.
Team Building	Create an environment that builds trust and open communication. Inspire, motivate and guide others to achieve objectives.

