



Compliance Specialist

Reports to: Compliance Manager

Above everything, the safety of people living in our homes is the absolute priority. With more than 6,000 homes and many more customers, this role is all about keeping an unfaltering focus on compliance, so that we keep on the straight and narrow and protect our customers at all times. Your efforts, at all times, will be on delivering specific compliance-related planned and cyclical work programmes and major improvement projects that protect or improve our homes. Working closely with customers, senior managers and staff, you'll be the expert when it comes to compliance, delivering high quality services that are cost effective and in line with the highest of standards.

What we need you to do:

- Together with the Compliance Manager, you'll set key performance targets and milestones for projects and make sure we deliver on everything we promise
- Lead on the main compliance-related areas including gas safety inspections and servicing, fire safety management, electrical safety including general periodic testing, asbestos management, legionella, water treatment testing and anti scalding, and lift servicing
- Take an overview of general health and safety related issues within the Asset Management team
- Develop our strategy, policy and procedures when it comes to compliance
- At all times, make absolutely sure that we are fully compliant with relevant regulations for specific areas and take appropriate action where needed
- Manage projects to minimise exposure of both financial and health and safety related risks
- Forecast monthly project cash flow and expenditure to deliver against approved sums
- Work closely with customers to plan and deliver projects, seeing that our customers fully influence the outcomes
- Deliver all work equitably and fairly, maximising or protecting the capital value of assets
- Take part in a rota system (usually one week in every nine) to provide ad-hoc evening and weekend phone support for contractors and customers when emergency situations arise – you might need to attend emergency work eg major fires, floods etc. acting as our representative onsite
- Personally commit to our vision, mission and values and see that we are at the forefront of good practice in the sector by carrying out research and promoting it to colleagues, partners and customers
- Pursue excellence in all aspects of delivery within the Property Pod and wider organisation

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Excellent services for you and your community



What you will be responsible for:

- Providing specific technical advice on best practice, industry guidance and relevant legislation
- Managing planned servicing and new installation programmes so that all statutory requirements are met and performance is robustly managed to maintain full compliance
- Managing any non-compliance and seeing that risks are effectively recorded, reported eradicated or managed down to the lowest possible level
- Maintaining robust records to provide a clear and transparent account of performance, taking immediate action in areas of poor performance
- Developing effective management systems, control methods and performance information to report progress and confirm compliance to relevant standards and key performance targets
- Acting as support to on-call staff where higher level management input is needed or where escalation is required
- Producing reports and information to managers, staff and other stakeholders in a clear, concise and timely manner
- Managing specific projects in line with project management methodology, reporting on progress as required
- Commissioning and managing building professionals, including consultants and contractors
- Supporting our procurement of work, following official procurement processes that ensure best value outcomes
- Producing feasibility studies, option appraisals and project briefs in the development and planning of projects
- Designing and preparing specifications for tenders, formulating budget estimates and scheme costs, seeking approval where required and raising orders for work
- Preparing formal contract documentation, programmes and project plans and other relevant materials in line with our formal procedures
- Managing project progress ensuring compliance with all relevant documentation, standards and good practice guidance associated to the works
- Reconciling and settling final accounts and valuations, dealing with contractual disputes, extensions of time and variations, issuing relevant certification as appropriate

Where you have come from:

- A place where you managed compliance related works, working in a customer focussed organisation - maybe even a housing organisation or something similar
- A background of developing best value services and continuous improvement, in a true learning organisation
- Somewhere that you developed an understanding of construction-related health and safety
- A place where being flexible and adaptable to change means that these qualities are second nature to you



- Somewhere that time management and the ability to prioritise went hand in hand with being a team player

What our teams will see in you:

- A leader who leads by example and personally demonstrates organisational values and expected behaviours
- Someone with top notch communication skills who builds effective and productive working relationships with staff, managers, partners and customers
- Someone with technical knowledge and a good understanding of The Gas Safety (Installation and use) Regulations, IET Wiring Regulations, The Regulatory Reform (Fire Safety) Order, HSG 264 and ACOP L8
- Someone who is committed to the aims and ambitions of Red Kite and the broader issues of social housing

As person, you will:

- Be a specialist who is well qualified, preferably to HNC
- Have some specific compliance-related qualifications eg ACS, City & Guilds, P405 etc, be NEBOSH or IOSH qualified and IT literate, proficient in Microsoft Word, Outlook, Excel and PowerPoint
- Be confident, independent and approach problems with solutions
- Be self-motivated and keen to find better ways of doing things
- Have great communication skills, both verbal and written, with a confident approach to sharing information and making sure your team is in the know
- Be an experienced manager who has managed asbestos, water treatment, fire prevention upgrade projects and maintenance programmes
- Be an all-rounder who is skilled at managing budgets, has good negotiating and dispute resolution skills and a good understanding of best practice within social housing