



Compliance Manager

Level:	Grade 11
Team:	Property and Building Safety – Building Safety and Compliance Team
Line Manager:	Head of Building Safety and Compliance
Responsible for:	Compliance Officers, Compliance Surveyor

About the Job

- Ensure that Vico Homes exceeds all its compliance requirements in relation to domestic and commercial property: specifically with regard to regulatory requirements or agreed KPIs in relation to key risk areas of electrical safety, asbestos, water (legionella), lifts/hoists, home standard, fire safety and other agreed areas
- Ensure that compliance is effectively managed in accordance with Vico Homes policies and procedures across operational areas
- Provide risk and performance information on regulatory compliance activities to senior management
- Work in partnership with the Business Analyst, Business & Building Safety Manager to provide assurance to the Head of Building Safety and Compliance

You'll be trusted to

- Ensure that the compliance obligations of Vico Homes are met through a small technical team in conjunction with colleagues across the business to meet regulatory requirements and KPIs
- Provide advice and guidance on compliance matters to stakeholders and colleagues, undertaking ad hoc investigations as required
- Review, update, audit and maintain the policies, procedures, management plans and records against relevant legislation, best practice and company approaches
- Deliver repair, maintenance and compliance for Vico Homes' lifts, hoists and automatic door installations
- Work with teams across Vico Homes to monitor and chase completion of all required corrective actions in order to maintain compliance
- Ensure an efficient implementation of technical support and that it is managed effectively to provide assurance in property compliance
- Support the reporting of compliance management information to various governance groups and relevant control groups as required
- Regularly review policies, procedures and management plans to confirm that they meet the relevant regulatory standards across all areas of property compliance working with internal and external technical experts as required

- Put in place and operate a compliance framework ensuring that records are comprehensive and meet regulatory requirements as required
- Develop a framework of and manage external quality control/assessment consultants as necessary, reporting on findings and identifying remedial actions
- Ensure that all corrective actions are recorded, allocated, tracked and completed in order to maintain compliance
- Attend contractor performance meetings and provide reports on performance
- Provide guidance and support on property compliance matters in line with Capital works
- Review and maintain advice to customers on all compliance issues including printed, online and IT based materials/processes
- Ensure that TCW delivers in terms of compliance management and reporting of property compliance
- Manage a small team of compliance officers with relevant technical expertise undertaking on and off-site assessments against the relevant policies and processes
- Produce reports and presentations to senior teams, board, auditors, committees as required
- Produce forecasting, planning and performance information for property compliance
- Act as lead officer for property-related compliance audits
- Establish and develop relationships with peer organisations in the interest of best practice sharing
- Undertake any other duties commensurate with the overall purpose of the job and grade

Who you'll work with:

Internal:	Colleagues within Vico Homes at all levels, Vico Homes Executive Team (VET) and Board Members
External:	All stakeholders of Vico Homes, HSE, RSH, BSR, external RSLs, Local Authorities, Government Departments, outside Agencies, Ombudsman enquiries, Product Representatives, Clients and Contractors

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 5 of the qualifications and Credit Framework, such as a Higher National Diploma (HND) or Foundation Degree or equivalent	✓		AF/CQ
IOSH Managing Safely Qualification or equivalent	✓		AF/CQ
Hold a full valid UK driving licence with access to a vehicle and the ability to travel throughout the Vico Homes operating area as required on a daily basis	✓		AF/CQ
Experience of leading the development/review of policies, procedures and strategies for health, safety and/or compliance activities in a property services environment	✓		AF/I
Experience of undertaking audits for compliance in at least one of the 6 key areas	✓		AF/I
Experience of the implementation, monitoring and analysis of all aspects of regulatory compliance	✓		AF/I
Previous supervision or managerial experience with the ability to motivate and encourage teams to achieve targets and deadlines	✓		AF/I
Capable of delivering results to tight deadlines and under pressure	✓		AF/I
Highly analytical and numerate with attention to detail	✓		AF/I
Excellent awareness of property compliance related legislation and management	✓		AF/I
An understanding of the current issues facing the provision of social housing	✓		AF/I
Able to demonstrate strong leadership skills	✓		AF/I
Experience of leading highly effective communication with managers, tenants and stakeholders	✓		AF/I
Self- motivated, being able to respond effectively to working under pressure to meet all required deadlines	✓		AF/I
Commitment to Diversity and Inclusion in service delivery	✓		AF/I
An accomplished negotiator and motivator	✓		AF/I
Flexible in approach with a willingness to work outside normal office hours on occasion in order to meet the needs of the service	✓		I
PRINCE2 or similar project management qualification		✓	AF/CQ

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification