

Compliance Delivery Officer Assets

Overview	
Role Purpose	<p>As Compliance Delivery Officer you will support the Compliance Delivery Manager to manage a defined group of contracts delivering facilities and/or surveying services for a specific workstream, or Region. Where the contract relates to facilities management you will support the effective delivery of planned preventative maintenance, responsive repairs and where applicable programmes for equipment replacement. Where the contract relates to surveys you will support the specification, commissioning and completion of surveys within the agreed timescales. The contracts you will support are detailed in the advert for this position and any specific requirements relating to the contracts are detailed at the end of this role profile. You will also offer support to front line staff in line with your duties and the function of the contract you manage.</p> <p>You will balance the needs of the business, stakeholders and customers. You will help monitor the service, including collecting information from contractors, so that we know the service specification is being met and that the business is getting value for money. You will also help collate information and present it in a user-friendly format to a variety of audiences and deal with poor performance.</p> <p>You will be the main point of contact for contractors, front line staff, stakeholders and customers regarding queries relating to your contracts. You will communicate effectively and professionally to solve issues, monitor progress and work proactively to meet the needs of the business, front line staff, stakeholders and customers.</p>
Responsible for	<p>To assist Compliance Delivery Manager in ensuring that contractors are completing day to day tasks within KPIs.</p> <p>To monitor compliance using our compliance reporting platform and to assist with locating and uploading compliance documents (water risk assessments/gas certificates etc.)</p> <p>To monitor and manage Fire Risk Assessment actions, through to completion within the specified timeframes.</p> <p>To manage and co-ordinate reactive repairs, ensuring they are completed in time and to a high standard.</p> <p>To help facilitate invoicing for the appointed contracts. To ensure that POs are receipted in good time across all business streams.</p> <p>To regularly liaise with each business stream and ensure that repair and maintenance updates are provided to staff and external clients in clear and concise manner.</p>
Reports to	Compliance Delivery Manager

Line management	N/A
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	Housing Management, Asset management including gas and electrical compliance teams, Building Safety Team, Finance.
External	External Contractors

Role accountabilities

Be the main point of contact for front line staff, contractors, stakeholders and customers for queries relating to your contracts or workstream

Ensure queries and complaints relating to your contracts are logged and dealt with promptly and competently and escalated within the contractor and NHG where necessary

Make informed decisions about works that need to be prioritised eg due to the business need, taking into account the KPIs, as well as vulnerability of tenants or health and safety requirements.

Work closely with your Compliance Delivery Manager to plan programmes of work that offer value for money and deliver good outcomes to the business, stakeholders and customers. Co-ordinate with internal planned programmes for other parts of R&A and external stakeholders where necessary

Set up regular contract review meetings with the appropriate agenda and ensure contractors are performing and that KPIs are accurately reported.

Maintain an accurate database of items on contract/properties that including adding and deleting properties as required and adding units to contract as necessary. Conduct regular reviews to ensure data integrity

Challenge poor service in line with KPIs, and to ensure good customer service to front line staff and residents and escalate issues as appropriate to the contractor's contract manager, and NHGs Compliance Delivery Manager

Ensure consistency of data between NHG, contractors and consultants and ensure robust processes are in place with internal

Working with the Contract Manager plan, instruct and monitor repairs, renewals and replacements and ensure any items installed are cost effective and meet statutory, regulatory or NHG requirements and are in line with KPIs Be responsible for the contractor keeping the relevant stakeholders informed of these works.

Proactively request, collate and analyse information from front line staff, contractors and consultants to assist in the preparation of reports detailing programmes of work and performance (including KPIs). Ensure the data is accurate.

Role accountabilities

Work with the Planning and Performance Team and Development & New Business department to ensure an efficient transfer of new stock to Compliance Management. Work with the Contract Operations Managers to streamline works as much as possible.

Consider and propose improvements to systems, processes and the service generally to ensure continuous improvement and be responsible for feeding back to housing on policy and process to ensure a service that is fit for purpose.

Ensure purchase orders are raised promptly and accurately and monitor spend, receipt invoices in good time and ensure contractor are paid on time and that resident repair obligations are not covered by the Business.

Ensure processes for gaining access to homes are followed for the protection of our tenants, our homes and the homes of our neighbours and run and monitor access programmes to ensure that NHG are accessing the properties that we need to

Assist with the drafting of written communication including consultancy documents, letters and leaflets and support front line staff to deal with complaints promptly and efficiently with supporting information and any contract-specific compensation from the contractor/s.

Attend resident meetings/front line staff team meetings or attend site on request, which may not always be in working hours as required.

Be aware of compliance legislation relevant to your workstream and be responsible for highlighting risk and support the Contract Manager in ensuring compliance levels are maintained

Deal with complex jobs/repairs, taking ownership and ensuring that front line staff are supported and that contractors are held to account for poor performance. Log any issues to be discussed at contract review meetings and escalate where appropriate

Develop good relationships with internal clients and co-locate to ensure that escalation is easily accessible.

Assist with procurement, and mobilisation of new contracts while taking an active role in managing existing contractors.

General

At all times follow the financial regulations, policies and procedures at NHG.

I understand the importance of taking care of my own health and safety and that of others; therefore I will follow the guidance outlined in the NHG Safety Management System.

To provide support to other NHG staff as and when appropriate.

To carry out other duties consistent with the level of the post as may be required.

Be responsible for learning and development

Role accountabilities

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience

Essential

Organise and prioritise work to meet deadlines in a pressurised customer service environment.

Use information gathered to diagnose problems, draw logical conclusions and suggest clear and practical solutions based upon your analysis

Desirable

Experience of working with contractors

Skills

Essential

Excellent PC skills including Microsoft Office packages Outlook, Word and Excel

Desirable

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.