

Asset Compliance & Contracts Officer

Role Title	Department	Reports to
Asset Compliance & Contracts Officer	Development and Customer Experience	Asset & Compliance Manager

Purpose

The postholder will lead on the development and implementation of Arks approach to service and contract compliance, ensuring that we fulfil our statutory and regulatory compliance and tenants and resident health and safety Landlord obligations, combined with the delivery of cyclical programmes and subsequent remedial works, to ensure our assets are maintained to maximise their component life.

The Compliance and Contracts Officer will lead on the day-to-day management and monitoring of Arks property compliance and service contract functions. This includes, but is not limited to, gas servicing and maintenance, water hygiene, electrical safety, asbestos requirements, fire safety equipment, maintenance of lifts, Construction Design & Management (CDM) Compliance and Contractor Mangement, mould and dampness, Third Party Leases and Houses of Multiple Occupation (HMOs) licencing.

In conjunction with the Asset & Compliance Manager, you will contribute to the development and implementation of Arks policies and operational procedures relating to the servicing, maintenance and compliance of Arks assets.

Act as the Association's competent appointed person and deputy responsible person for tenant and resident safety in relation to property compliance.

Responsibilities

To ensure that our tenants and the organisation is kept safe, and assets are managed and maintained through the co-ordination, development and delivery of a comprehensive service and compliance programme to all legislative, regulatory and policy frequencies and standards.

Fact Finding and Analysis

- As lead for property compliance and service contracts you will manage, monitor, and administer the statutory and regulatory compliance of the cyclical inspections and servicing programmes efficiently and within defined timescales. You will do this by recording, monitoring and actively seeking the appropriate work being completed to the required standard and holding the relevant records and certificates.
- As lead, you will be required to co-ordinate, develop, and maintain robust and accurate data and reporting structures and working across the organisation you will define, implement, and maintain reporting protocols to the required frequency and circulation recipients.
- Deliver compliance management works programmes to ensure Ark achieve all regulatory, statutory and policy standards and ensure that the Association responds to any change in legislation or standards timeously and appropriately.
- Ensure all landlord safety certificates, property certificates, evidence of work completed, and warranties are recorded, filed, maintained, always updated and be able to produce as required.
- Identify any risks around potential non-compliance and report these to the Asset & Compliance Manager. Develop programmes of works and proportionate actions to reduce these risks.

- Manage and deal with customer complaints received by Ark in relation to tenant and resident safety compliance works in line with the Complaints Policy and Procedure providing excellent customer service in an open and transparent manner.
- Monitor and evidence the performance of contractors through contract KPI's and regular performance meetings to ensure Ark is achieving compliance to all statutory requirements, is providing good customer service and is value for money. Treat contractors in a positive and fair manner at all times.
- Track and manage the procurement tracker to ensure contracts remain in date and compliant and appropriate notice is given to enable sufficient time for re-procurement.
- Support the Asset & Compliance Manager on procurement for the new contracts.
- Manage the onboarding of new contractors, including the checking of Risk Assessment & Method Statement (RAMS), qualifications, insurances, accreditations and share preconstruction information as required. Ensure construction phase plans are in place and have been reviewed prior to commencement of work and ensure the mobilisation phase allows sufficient preparation for Ark and the contractor prior to on-site commencement of works.
- Ensure the annual review of all contractors is completed at the beginning of each new financial year, refreshing the information held for contractors including RAMS, qualifications, insurances, accreditations and share preconstruction information as required for the new year ahead and ensure any adjustments are made to the construction phase plan. Ensure this is documented within contractor meeting minutes
- Deliver monthly KPI data in the agreed format for submission to the appropriate governance structure and assist the Asset & Compliance Manager to prepare quarterly reports.
- Administer inspection and servicing programmes by recording and monitoring compliance-related data, for the following compliance programmes;
 - Gas Servicing and safety checks including the completion of all defects.
 - Electrical Safety Inspections and the generation of a valid and in date Electrical Installation Condition Report (EICR) for all assets.
 - Asbestos database management, Asbestos Management Surveys for all non-domiciles and such surveys to enable safe working practices.
 - Fire Risk Assessments and subsequent management and remedial action completion.
 - Legionella and Water Hygiene Risk Assessments, monitoring and remedials.
 - Servicing of Fire-Fighting Equipment, Fire Alarms, Smoke and Heat Detectors, Sprinkler Systems and Dry Risers.
 - Passenger Lifts thorough examinations and effective ongoing maintenance
 - Portable Appliance Testing (PAT).
 - Mould and Dampness.
 - HMO Licensing.
 - Third party leases.
- When required, provide a full range of administrative services including issuing letters to customers in relation to contractor visits, tracking visits, access, completion of work and any other support required.
- Notify relevant colleagues and tenants of forthcoming inspections and/or surveys.
- Ensure compliance data is available to share with colleagues and outside bodies, as appropriate, and respond to compliance information requests, as required.
- To be responsible for chairing regular review meetings with service and specialist contractors, continuously monitoring contractor performance, resolving issues, and implementing necessary actions, providing the Asset & Compliance Manager with updates of critical issues relating to contractor performance and survey results.
- Assist the Development Manager with adding new developments and properties to existing

compliance programmes when required and ensure the asset database is accurately and robustly maintained.

- Update programme works records and the preparation of performance and status reports.
- Monitor specialist contractors and support progress of actions and/or next steps.
- Regularly advise the Asset & Compliance Manager of contractor performance, making recommendations for corrective action, where appropriate.
- Observe health and safety requirements related to works: instructing contractors as required to provide risk assessments and method statements; forwarding to technical staff for approval; notifying technical staff promptly of all reports regarding the safety of contractors' work performance so enabling investigation as necessary.
- Be aware of the Association's asbestos register and consult as required when issuing works, advising contractors as appropriate and seeking plans of work where required.
- Provide quality assurance as required that the work being completed is to the required standard.

Innovation and Initiative

- Design, deliver and monitor effective processes and procedures to ensure all statutory requirements in respect of tenant and resident safety are met and can be verified.
- Maintain the Energy Performance Certificate Register (EPC Register), on Arks new Asset Management System (Rubixx) ensuring EPCs have a consistency of results, updating the EPC register and ensuring certificates are provided and can be accessed for re-let and other purposes. Instructing new EPCs when significant energy efficiency improvements have been made.
- Lead on the digitisation of compliance records, documents and reporting within Rubixx.
- Lead on the integration of compliance contracts portals and Rubixx to ensure records, documents and certifications are imported to Rubixx and accessible.
- To organise and maintain a digital library of CDM health and safety files, F10 notifications and Operation & Maintenance Manuals.
- Input into the development of all relevant strategies and service improvement plans to achieve the strategic objectives on Ark.
- Carry out continuous re-assessment of contract specification and improvement opportunities, in line with current and future legislation and best practice.
- Assist the Asset & Contracts Manager to monitor, update and maintain relevant policies and procedures in line with legislation and best practice, ensuring all employees across Ark are informed and trained where appropriate, to minimise and manage risk.

Interpersonal Skills

Internal

- Ensure all activity is managed in line with the policies, practices, and procedures of Ark.
- Work in partnership with the business using a customer centered approach.
- Contribute to the Development & Customer Experience Department and wider team, prepare reports/presentations to the Asset & Compliance Manager and Housing & Customer Services Manager as required.
- Support and provide accurate and timely performance reports Key Performance Indicators (KPIs), and Scottish Housing Regulator reporting information.
- Maintain effective relationships across Ark.
- Take responsibility for continually developing self to maximise personal contribution to the job.
- Attend and complete training as required.

- Manage time, workload and work priorities as delegated by the Asset & Compliance Manager.
- Accountable for budget monitoring and contractor performance in relation to compliance and service contracts and implement corrective actions.
- Manage all problem-solving issues, be responsible and accountable for decisions and actions.
- Work unsupervised and as part of a team.

External

- Maintain effective relationships with external care and support providers that deliver services to our tenants.
- Maintain effective relationships with Third Party Lease Landlords and/or tenants.
- Maintain effective relationships with Arks Contractors and Suppliers.

Leading and Developing People

- To provide leadership and direction across Ark in property compliance and service contracts; this includes setting expected standards, guiding, and providing clear communication across the organisation.
- Provide management cover for the compliance business area in the absence of the Asset & Compliance Manager
- Act as the Association's competent appointed person under the Control of Asbestos Regulations 2012 (CAR 2012), ensuring that all queries, work and survey requests and investigations are actioned as required.
- Act as the deputy responsible person for water hygiene work streams.
- Ensuring that colleagues are supported and motivated to use their skills and initiative, achieve their potential and seek and develop personal and organisational improvements.
- Bring a motivated approach and commitment to providing quality services and meeting standards by encouraging staff to continuously improve.
- Promote discussion on current property compliance issues and their implications.
- Manage and monitor contractors and suppliers.

Resources

- To support the Asset & Compliance Manager with the procurement of compliance and service contracts in accordance with Ark procurement policy, assisting with the preparation of contract documentation where required as part of the annual programme of cyclical works and service contracts.
- Contribute to the development of future budgets as well as be responsible for the monitor and control of the associated compliance and service contracts budget within Asset Management, to meet departmental budget constraints, preparing business cases/ proposals where required.
- Issue Works Orders to contractors and consultants, ensuring accurate costs are provided, limiting any necessary variations.
- To check and authorise invoices and monitor expenditure against the budget for compliance and service contract works, in accordance with Ark financial procedures.
- Undertake any other relevant duties required by the Asset & Compliance Manager or Arks Senior Leadership Team.

Impact on Decisions

- Working closely with Arks Asset & Compliance Manager, Health and Safety Manager and/or short life working groups, where required project manage, the implementation of property actions arising from the Fire Safety, Asbestos and Water Risk Assessments across Arks HMOs and Care Homes by advising colleagues of timescales, monitoring progress, and maintaining accurate records in relation to progress.
- Ensure actions arising are prioritised, recorded and appropriate remedial works and instructed as required, monitoring and recording completion to meet legislative requirements.
- Ensure through data collection and robust data management that the compliance position for each work stream can be articulated and reported at all times.
- Ensure all contractors are demonstrably managed to enable all compliance cyclical programmes and work are completed to the required timescales and required standard.
- Ensure suitable third-party assurance is obtained as required by Ark's policies and procedures for all relevant compliance areas.
- Ensure all actions resulting from external or internal audits are identified, reviewed and actioned within the appropriate timescales.
- Identify any service improvements required to the compliance areas, discuss and agree action plans with the asset & compliance manager and manage to completion.

Person Specification

Qualifications	Essential	Desirable
<ul style="list-style-type: none"> HNC or equivalent experience can be demonstrated. Degree in relevant discipline 	X	X
<ul style="list-style-type: none"> Asbestos level P405 or equivalent Water Hygiene Level 3 Responsible persons Gas safety awareness Fire Safety Awareness Electrical Safety Awareness 		X X X X X
<ul style="list-style-type: none"> Project Management Practitioner Qualification (APM/Prince 2) 		X
<ul style="list-style-type: none"> Member of relevant Professional Body 		X
Experience		
<ul style="list-style-type: none"> Experience of property compliance and cyclical contract management either at senior administrator or Officer role. 	X	
<ul style="list-style-type: none"> Experience working within a social housing property maintenance service processing and managing servicing and repairs. 	X	
<ul style="list-style-type: none"> Experience in tenant and resident safety/ compliance functions including understanding of regulatory requirements and creating and implementing robust processes. 	X	
<ul style="list-style-type: none"> Experience of effectively administering and/or planning and controlling the delivery of property compliance and cyclical service contracts. 		X
<ul style="list-style-type: none"> Extensive experience in electronic data management and ICT systems to support data/information management and reporting. 	X	
<ul style="list-style-type: none"> Experience of using a computer based integrated customer management system and asset management systems 		X
<ul style="list-style-type: none"> Comprehensive knowledge of Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing and Scottish Governments Heat in Buildings Strategy. 		X
<ul style="list-style-type: none"> Comprehensive knowledge of regulations relating to Asbestos, Legionella, Electricity, Gas and Lifting Systems. 	X	
<ul style="list-style-type: none"> Knowledge around governance and regulation of Registered Social Landlords. 		X
<ul style="list-style-type: none"> Knowledge around governance regulation of Registered Social Care Provider. 		X
<ul style="list-style-type: none"> Business and financial acumen, finance and budget management. 	X	
Skills		
The successful candidate should display:	X	

<ul style="list-style-type: none"> • Organisational skills • Highly developed attention to detail and adherence to procedures • Highly developed ability to work with software to monitor and manage large amounts of data • Able to deal with conflicting demands • Good interpersonal skills • Negotiating and influencing skills • Analytical and problem-solving skills 		
Competencies		
<p>As well as the ability to do this role will be assessed in conjunction with the following competence areas:</p> <ul style="list-style-type: none"> • Professional Boundaries - Demonstrate a high level of integrity and confidentiality. • Continuous Learning - Ability to take responsibility for own learning and continuous improvement. • Communication - Excellent communication and interpersonal skills and a good listener. • Customer Service - An understanding of and a strong commitment to the principles of customer service. • Problem Solving - Use professional judgment to achieve creative solutions and deliver great outcomes for customers. • Teamwork - Ability to operate independently and as part of a team/ Show a willingness to participate and contribute effectively to the wider staff team. 	X	
General		
Full driving license and access to a vehicle (occasional travel may be required)	X	