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| **GWHA: ROLE PROFILE** | | | |
| **ROLE** | Compliance Officer (Health and Safety) | **GRADE** | EVH 7 |
| **REPORT TO** | Technical Manager | **DATE COMPLETED / REVIEWED** | June 2024 |
| **CORE RESPONSIBILITIES**  The Compliance Officer will lead on Health & Safety compliance across internal operations and external service delivery areas to meet regulatory, statutory and other applicable duties. This will include maintaining comprehensive and accurate records, reporting and administrative systems. As Health & Safety Administrator you will actively promote compliance, and continuous improvement through engagement, training and support, implementation of best practice, and contractor management. Engaging in effective, appropriate and professional conduct with a commitment to enhanced Safety, Wellbeing, and customer service through the provision of quality advice, information and support. Line management through the Technical Manager and Technical Director, with accountability through the Chief Executive to the Management Committee. | | | |

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| **KEY TASKS:** | |
| 1. | Supporting the migration and consolidation of cyclical H&S compliance contracts. |
| 2. | Leading on the operational administration of H&S compliance through effective team working, planning, and record keeping within GW’s Health & Safety Control Manual (HSCM), and Landlord’s Safety Manual (LLSM) frameworks. |
| 3. | Day-to-day management, and routine performance reporting on key H&S compliance systems, informing risk mitigation, and undertaking stakeholder engagement (leading access communication / Forced Access procedures as applicable) across GW’s Mixed Tenure, and HMO (house in multiple occupation) stock profile, including:   * Annual Gas Servicing * Legionella Management Systems. * Asbestos Management Systems. * Electrical Safety (EICR / PAT). * Fire Management (FRA / testing). * Passenger Lift Safety. * Fall Arrest Safety Systems (i.e. Roof Anchors etc.). * Wider Facilities and Asset Management |
| 4. | Review and regularly evaluate GW’s Risk Assessments to ensure they remain fit for purpose. |
| 5. | Contribute to the development of relevant Strategies, Policies, Procedures and organisational risk mitigation. |
| 6. | Lead on H&S incident review, record keeping, reporting and learning. |
| 7. | Deliver refresher H&S training / advice to staff and committee members. Develop relevant community safety advice notes, publication material, and participating at relevant community events. |
| 8. | Monitor the staff training matrix in conjunction with the HR team to ensure all staff have the relevant H&S training. |
| 9. | Lead on ensuring routine H&S / housekeeping duties are complete in required timescales (including PPE monitoring). |
| 10. | Contribute to Procurement, supporting pre and post contract appointment ensuring client CDM regulation compliance  (including but not limited to preparing / contributing to tender documentation, tender evaluation, issuing instructions, ensuring contractor compliance). |
| 11. | Assessing and addressing contractor performance / quality across H&S functions. |
| 12. | Scrutinising invoices / valuation requests for accuracy/value for money before processing within delegated authority. |
| 13. | Contributing to newsletters, annual report, web site and other corporate publications |
| 14. | Lead on complaint mitigation, handling, and resolution for compliance related issues. |
| 15. | Support GW management and officers in their duties to deliver on GW Corporate Plan objectives. |
| 16. | Actively engage with any identified training and personal development opportunities to meet service needs. |
| **SCOPE: Towards 2028: Shaping Thriving Communities:**  A member of the Technical Division, based in the Technical Team. Actively progressing and supporting the delivery of asset management, procurement and sustainability strategies, with a focus on the protection of property investment and assets. Initial focus on migration and consolidation of cyclical compliance, within wider framework of planned investment with flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision. | |

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| **COMPETENCIES** | |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Displays a willingness to assist, support and mentor other members of the Team.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone / remote working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Awareness of the housing sector, its wider environment and the changing role of RSLs  Understanding of property factoring services.  A high degree of professional knowledge, specialism and competence to reflect core responsibilities and scope of role. |
| Professionalism | Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer Service | Embraces a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Positive Ambassador  Self-motivated, performance driven, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved.  Willing and enthusiastic about outdoor working in all weather conditions. |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Ability to analyse and interpret data, high degree of accuracy and attention to detail.  Responsive to changing demands. |
| Communication & ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language, report and letter writing skills.  Effective contribution and input to newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & Values | Embraces and promotes GWHA’s Code Of Conduct and values: **Inclusive, Considerate, Accountable, Resourceful, and Ethical;** promoting equality, value, diversity and sustainability towards ***Shaping Thriving Communities.*** |

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| **PERSON SPECIFICATION** | | |
| The right candidate will have the following qualifications, knowledge, skills and experience.  Where Essential Criteria are not met you must be open to related training opportunities. | **Essential** | **Desirable** |
| **Education, Qualifications & Training** | | |
| Further Education Degree/ Qualification SCQF Level 8 (HND/equivalent) or above in relevant field. | X |  |
| NEEBOSH General Certificate in a related discipline or equivalent qualification. |  | X |
| **Experience** | | |
| Managing Annual Gas Servicing Contracts |  | X |
| Managing Electrical Installation Condition Report (EICR’s) Contracts |  | X |
| Managing Asbestos Safety (Registers, Survey Reports & Instructed Works) |  | X |
| Managing Legionella Safety (Registers, Survey Reports & Instructed Works) |  | X |
| Managing Fire Risk Assessments (Including any required works) |  | X |
| Managing Passenger Lift Safety (e.g. LOLER) |  | X |
| Managing Fall Arrest Safety Systems |  | X |
| Agree to undertake and complete any training required | X |  |
| **Knowledge** | | |
| Knowledge and understanding of Health and Safety Legislation / Regulations as they apply to Landlords and Contractors (e.g. Gas, Asbestos, Legionella, Electrical, CDM etc.) | X |  |
| Knowledge of the EVH Landlord Safety Manual / Health & Safety Control Manual. |  | X |
| Understanding of the role of Factoring within the Housing Association or private sector |  | X |
| Understanding of public sector procurement processes |  | X |
| Understanding of standard construction contract documentation | X |  |
| **Skills and Abilities** | | |
| Excellent attention to detail and ability to work to tight deadlines | X |  |
| Excellent interpersonal, and communication skills both written and verbal | X |  |
| Ability to work with minimum supervision with good planning and organisational abilities | X |  |
| An effective team player who can cope with a diverse and complex workload, changing circumstances and demands | X |  |
| Excellent customer care skills and a customer focused approach to service delivery | X |  |
| Effective problem solving and decision making skills | X |  |
| Ability to develop and sustain good working relationships with external agencies and partners | X |  |
| Numerate and IT literate with a good knowledge of Microsoft Office (for example, Microsoft Word, PowerPoint and Excel) | X |  |
| Ability to manage Contracts and Contractors effectively | X |  |
| Demonstrate professionalism and ability to maintain confidentiality | X |  |
| Excellent IT skills and ability to ensure effective use of IT in service delivery and performance | X |  |
| Good quality interpersonal, negotiation and communication skills both verbally and in writing including an ability to manage diverse client groups | X |  |
| Consistently demonstrate commitment to organisational values, and Staff Code of Conduct | X |  |
| **Other Requirements** | | |
| Committed, flexible and adaptable approach to work requirements | X |  |
| Commitment to ethos of social housing and GWHA values, including equality, and diversity | X |  |
| Prepared to attend meetings, emergencies and training out with office hours | X |  |