APPLICANT INFORMATION PACK

Property Compliance Officer

Enclosed:

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INTRODUCTION

Thank you for your interest in applying for this position with Ark Housing.

Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

General Information

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, singles, and others in housing need. We also provide family homeless services providing temporary accommodation and support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

Our Vision

Making a positive difference by empowering people and communities

Our Mission

In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities

Our Values

***P**rogressive*	*Forward thinking, supporting change & transformational*
***R**espect*	*Treat everyone with dignity and esteem*
***I**ntegrity*	*Maintain the highest professional and personal standards*
***D**iversity & Equality*	*Value diversity and equality in everything we do*
***E**xcellence*	*Strive to deliver the highest standards of quality and customer care*

JOB DESCRIPTION

JOB TITLE: **PROPERTY COMPLIANCE OFFICER**

LOCATION: Head Office, Belfast

ACCOUNTABLE TO: Director of Property Services

REPORTING TO: Maintenance & Property Services Manager

JOB PURPOSE:
To provide a comprehensive compliance and facility management service in accordance with the strategic objectives of Ark Housing.

To ensure the maintenance and property services provided by Ark Housing are safe, compliant, and effective.

MAIN TASKS:
As Property Compliance Officer you will be responsible for ensuring the effective management and delivery of statutory and regulatory compliance within Property Services in accordance with the Association's strategic objectives and best practice.

The role covers the full range of the Associations maintenance and compliance programmes and contracts, including but not limited to;

- Heating Servicing Programme
- Asbestos Management
- Passenger Lift Safety
- Legionella Control & Management
- Portable Appliance Testing
- Fire Protection & Testing
- Fire Risk Assessments
- Ground Maintenance

The following activities are indicative of, but not exclusively limited to, the duties and responsibilities of the Property Compliance Officer.

Property Compliance

- Plan, organise and implement the delivery of heating services to include annual gas safety checks to all dwellings in line with policy and procedures to ensure all gas, LPG, oil, & renewables are inspected annually.

- Maintain up-to-date and appropriate records for the proper management of the gas safety programme and all other property compliance programmes.

- Plan, organise and implement the delivery of all servicing contracts and service level agreements.

- Maintain the Property Services Contracts Register to ensure timely renewal of contracts and identify any new contract requirements.

- Ensure all servicing certificates are received in a timely manner and review them for compliance and accuracy.

- Lead on consultant & contractor procurement and management through the specification and works process for servicing contracts.

- Prepare specifications and schedules and programmes of work. Issue works orders and monitor quantity, progress, and quality of works on site as required.

- Manage contractors across the full portfolio of facilities management and property compliance programmes, ensuring that contractors adhere to an agreed programme and that collectively programmes are delivered on time and within budget.

- Provide technical and safety advice to all staff and tenants.

- Organise and deliver a programme of Fire Risk Assessments (FRAs) across all relevant properties and schemes.

- Co-ordinate and deliver a programme of FRA recommendations working closely with the M&PS Manager and Housing Manager to ensure resulting actions are followed up on and completed within acceptable timescales.

- Identify requirements for staff and tenant training across all areas and assist with identification and delivery of training.

- Ensure timely and accurate administration of all records relating to property compliance and facilities management. This will include IT input and record keeping and include supervision of contractors. Records must be maintained to a standard which ensures that all information in connection with servicing and testing programmes is readily retrievable and reportable on demand.

- Carry out site inspections of works in progress when required. Arrange and minute regular meetings with property compliance, facilities management and cyclical maintenance contractors either as specified in individual contracts, or on good practice grounds as agreed with the Maintenance & Property Services Manager.

- To ensure that relevant Health and Safety Policies, Legislation and appropriate codes of practice are followed and regularly reviewed and updated so far as is reasonably practicable.

- To manage and ensure compliance in the delivery of or Ground Maintenance Contracts, undertaking regular inspections of work and reporting to the M&PS Manager.

- Develop and maintain the Asbestos Management Plan and programme for inspections.

- Develop and maintain the Legionella Management Plan and programme of monitoring and inspections.

- Assist with the implementation of CDM regulations across the Property Services and development teams, reviewing policy & procedures, H&S plans, risk assessment and method statements providing feedback and recommendations as required.

- Work with the development team to ensure smooth handover of new schemes assessing and ensuring all required handover documentation and Health & Safety Plans are received.

Contract & Financial Control

- Administer the requirements of measured term and other contracts.

- Participate in procurement exercises as required.

- To assist the Maintenance & Property Services Manager in processing invoices ready to be passed on to the finance team for payment.

- To undertake site inspections in order to verify contractor's valuation submissions are priced in accordance with contract requirements and payments are made in accordance with procedures.

- To ensure budgets are monitored and not exceeded, highlighting any significant positive or negative variances.

- To prepare and present reports for the Board, Committees and Senior Management Team.

- To ensure that all financial management procedures are adhered to in accordance with the Association's procedures.

Performance & Compliance

- Participate in the appraisal of consultant & contractor performance.

- Undertake pre & post inspections of work as required.

- To assist in the process of customer complaints.

- To correlate and produce performance data and ensure systems and processes used are accurate and auditable.

- To undertake customer satisfaction surveys as required.

- Attend site meetings, performance reviews and any other meetings as required.

- Ensure that all legislative, health & safety and regulatory matters in respect of all property services contracts are complied with.

- Assist the Maintenance & Property Services Manager to review performance and financial out turns associated with compliance.

Personal Development

- Attend regular supervision and performance coaching discussions with the Maintenance & Property Services Manager.

- Participate in any internal and external personal development training/learning being provided or recommended.

- Familiarise yourself with and adhere to Ark Housing policies and procedures.
- Undertake and complete training as required.

Representation

- To represent Ark Housing at meetings, interviews, seminars, conferences, training events in a positive and effective way.

- To ensure the professional representation of Ark Housing at all times.

Communication

- To ensure that you communicate effectively both internally and externally with colleagues, agencies, and others.

- To ensure that you provide effective reporting both verbally and written as required.

- To ensure that confidentiality is always maintained.

- To ensure the effective use of all available resources including IT provision and other communication systems.

- To contribute to the development of effective communications systems and management of them accordingly.

Other Duties

The post holder shall be required to represent the organisation in a positive and professional manner at all times and to adhere to the Association's code of conduct.

Attendance at conference events, seminars, meetings, and training sessions may be required on occasion outside of normal working hours.

The post holder may be required on occasion to be involved in internal working groups or teams in the development of new departmental initiatives, public relations activities or in the development of organisation or service-related literature.

The postholder may at times be required to undertake a range of cross departmental and generic activities related to their area of responsibility, and behalf of the association where required, in the event of staff absences, shortages and as directed by the Maintenance & Property Services Manager.

This Job Description is not exhaustive and only highlights the key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of post holder that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.

The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility, and delivery of high-quality services remain paramount.

WORKING ENVIRONMENT

Because of the nature of this position, you will be frequently required to work away from your normal base to other locations. You may on occasion be required to attend work outside normal office hours. The Association operates a hybrid working policy which facilitates remote working arrangements.

HOURS

Hours will normally be 37 per week. The post holder may be required on occasion to work evenings, weekends and / or to provide out of hours emergency cover in order fulfil the requirements of this role.

HOLIDAYS

Holidays would normally be 22 days rising to 27 after 5 years' service, increasing to 32 days after 10 years' service, plus 13 customary holidays.

PERSONNEL SPECIFICATION

Position: Property Compliance Officer
Date: September 2022

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Educational Attainment & work experience (Must Demonstrate on Application)	Degree level qualification in health & safety or property, estate/facility management related environment and have a minimum of 1 years' experience within the last 5 years in health & safety or estate/facility management related environment. **or** Have at least 5 GCSE's including English & Maths and 2 years relevant experience in the last 5 years in health & safety or estate/facility management related environment.	NEBOSH qualification Chartered Membership with IOSH A minimum 3 years' experience, within the last 5 years, within a similar role.
Relevant Experience (Must Demonstrate on Application & Interview)	Relevant experience must include reference to at least three of the following: • Health & Safety regulation and legislation • Managing legionella and/or, fire safety over a property portfolio • Stakeholder Engagement • Procurement of contracts and/or service level agreements • Financial control and monitoring • Delivering against key performance indicators and contributing to performance reports	
ICT Skills (Must Demonstrate on Application)	Must be competent in the use of MS Office applications.	
Transport (Must Demonstrate on Application)	Must hold a valid driving licence & have access to a car for business purposes for use in the fulfilment of the role.	

Customer Focus (Interview)	Have effective interpersonal communication skills. Has experience in adopting excellent service initiatives and is proactive in identifying solutions to problems. Applies a professional approach to ensuring good quality service to all stakeholders.	
Data Protection (Interview)	Is familiar with the requirements of the general data Protection Regulations and is experienced in providing a confidential service to customers and in managing their personal information in a confidential manner.	
	PERSONAL BEHAVIOURS	
Embracing Change	Contributes positively to change and recognises the positive impact of change on individuals and the team. Is flexible and positively accepts change.	
Equality	Treats all colleagues and those with whom they come into contact with fairly and equitably and demonstrates respect for and sensitivity to their needs.	
Team Working, Communicating & Influencing	Breaks down barriers that impact effective team working. Optimises the use of the pool of knowledge and embraces a learning culture. Has effective interpersonal communication skills and experience of report writing	

GUIDANCE NOTES

It is important that you read these notes carefully before you attempt to complete the application form. Therefore, please take a few minutes to read the information in this pack which will guide you throughout the process.

Job Description and Personnel Specification

The Job Description and Personnel Specification will assist you in deciding whether you meet the essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification. You should use the job description and personnel specification to help you consider your relevant experience, training and skills and ensure that you highlight them when completing the experience & training section of the application.

Short Listing Candidates

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

CVs are not acceptable, and your application will not be registered if you submit a CV.

Confidential Equality Form

You should ensure that you complete the Equal Opportunities Questionnaire and return it in a separate envelope addressed to the Monitoring Officer and marked Private & Confidential or by email along with your completed application form to: recruitment@arkhousing.co.uk

Supporting Documents

Documentary evidence will be required if you are short listed to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application are also required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

Disclosure of Criminal Records

All applicants must complete this section fully. Where criminal convictions are disclosed, details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

Equality of Opportunity

Ark Housing is an Equal Opportunities Employer and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact the Recruitment Officer either by telephone on 028 90 752310 or email: recruitment@arkhousing.co.uk

Equality Monitoring

To comply with our obligations under Equal Opportunities and Fair Employment legislation, we are required to monitor our recruitment exercises to ensure that our Recruitment Policies and Procedures are effective. All applicants are required to complete the Equal Opportunities Questionnaire associated with this application and to return it for the attention of the Monitoring Officer.

General Points

- The application form, if completed by hand, should be completed in BLACK INK and must be legible. The application may also be completed electronically and emailed to recruitment@arkhousing.co.uk
- When completed you should read through your application again to check that you have fully completed all sections.
- If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that late applications **WILL NOT BE ACCEPTED.**
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.
- Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.
- Canvassing on behalf of your application will disqualify your application.