

Job Role Profile

<p>Role title: Contracts and Compliance Manager</p> <p>Grade level: Management</p>	<p>Direct Reports Compliance Co-Ordinator, Surveyors, future scope to have other staff including apprentices.</p> <p>Department: Property Services</p> <p>Location: The People's Place, Stratford</p>
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Purpose of role:
 As a specialist housing provider, we empower our customers with an inclusive approach to make key decisions about their homes and the services we provide. Whilst we have a growth agenda, we pride ourselves on being more than a landlord.

The Contracts and Compliance Manager will ensure Arhag Housing Association properties are safe and that the works arranged by our in-house staff and specialist external contractors maintain our Statutory Compliance.

This role provides key project support to the Operations and Compliance teams to ensure processes are followed in an efficient and effective manner for our Repairs Contracts, Compliance Contracts, managing servicing contracts, including but not limited to, Gas, Electrical, Lifts, Asbestos, Legionella, FRA /improvement works, estate management contracts for cleaning and gardening and other services.

Monitor the effectiveness and value for money of estate-based service arrangements, maintain cost control of estate service expenditure and deal effectively with queries relating to these services.

Lead on the responses to and resolution of any complaints received regarding estate-base services.

Ensure that Health and Safety and duty of care responsibilities are met, adhered to, recorded and where appropriate modified to ensure compliance and to ensure staff are adequately trained in these areas.

Planning and leading on a H&S regime for estates. Accountable for performance reporting on estates, flagging risks through risk register and mitigating risks with appropriate solutions and actions.

Working relationships	Key Work Relationships
<p>Responsible to:</p> <ul style="list-style-type: none"> • Director of Property, Building Safety and Compliance <p>Responsible for:</p> <ul style="list-style-type: none"> • Various contracts across Arhag on responsive, planned, compliance and estate services <p>Authority Limits:</p> <ul style="list-style-type: none"> • Day to day decision making in relation to the post • Financial limits in accordance with delegated authorities 	<p>Internal:</p> <ul style="list-style-type: none"> • All colleagues <p>External:</p> <ul style="list-style-type: none"> • Contractors • National Housing Federation • Regulatory Bodies • BME London and National Members • Third party expert advisors • Third party suppliers and partners

Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

Core tasks and responsibilities

- To be accountable for and planning overseeing the Repairs Contract/s and ensure the contractor delivers a good quality service to residents, whilst monitoring and challenging on KPIs.
- Maintain 100% performance to a high standard across all our compliance contracts: Domestic Gas, EICRs, FRA and FRA actions, Legionella, Lifts and Asbestos.
- Ensuring that residents receive good quality services from the estate services contractors on gardening and cleaning of our properties.
- Planning the effective management of all out contracts to ensure they are delivering value for money.
- Leading on procurement of specialist statutory contracts and leading on procurement panel for specialist areas.
- Line Management of staff and leading on effective L&D for staff

- Coaching staff to enable a lead by example positive attitude to instil the Arhag vision and values.
- Planning the effective management of all our contracts to ensure they are delivering value for money
- Leading on specialist contracts as the expert for Arhag and able to write high level reports and analyse data for performance area.
- Undertake pre and post inspections of the contract works.
- Monitor spend against budget and report on exceptions
- Day to day instruction of external contractors and the in-house delivery team including dispute resolution and performance management agreeing variations and valuations prepared and paid via the commercial team and that the Contractors adhere to their contract, Health & Safety and KPI obligations.
- Chairing meetings on Contractor Performance, holding contractors to account and ensure accurate records for future reference.
- Leading on audit for specialist area and ensure the robust measures are in place with regards to remedial actions and recommendations.
- Carry out regular review of compliance policies and procedures associated with the contracts. That these are regularly reviewed ensuring adherence with current regulations and legislation.
- Use a variety of internal and external software / database / IT systems to obtain and provide asset information and reports in a variety of formats, obtain information from contractors, and provide performance information for compliance monitoring purposes.
- To obtain and provide asset information and reports in a variety of formats, obtain information from contractors, and provide performance information for monitoring purposes as requested on a daily, weekly and monthly basis to ensure we fulfil our Statutory Compliance duties to keep our tenants safe in their home
- To ensure specialist contractors undertaking servicing and maintenance works provide appropriate Certification for statutory and regulatory purposes. to ensure asset data is updated and reliable in confirming building safety
- Use Castleton and other reporting tools to help in the analysis of our data surrounding our compliance services and taking the required action for anything non-compliant.
- Deliver a high-quality estates service to Arhag residents in line with Arhag estates management policies
- Ensure that Arhag meets its obligations under our tenancy agreement and all relevant legislation (e.g. Sec 20 of the Landlord and Tenant Act 1985) Housing Act
- Procure a range of estate-based services in accordance with the association's Procurement Strategy to achieve high quality service and value for money for residents and the association.

- Monitor and evaluate the effectiveness of Estate Services by:
 - a. Completing spot checks on contractors, and estates themselves
 - b. developing the Housing Officers to ensure communications are effective, professional and support the aims of delivery an efficient service to our residents
 - c. providing a prompt response and resolution to any complaints received and ensure any learning is taken and used to improve services
 - d. monitoring the effective application of estate inspections ensuring actions are logged on relevant systems.
 - e. reporting estate services activities SMT ensuring cross team issues are identified, effectively managed and seeks a proactive response with resident satisfaction at the core of outcomes.
- Manage the performance of contractors in accordance with the contracts, ensuring that Arhag enforces remedies for non-performance promptly.
- Consult with residents about proposed changes to service provision, complying with legal requirements where necessary, and maintain appropriate records with regard to these consultation exercises.
- Develop a robust system for complaints handling that reflects the Arhag Complaints Policy and Housing Ombudsman Dispute Resolution Principles.
- Develop and maintain good relationships with other bodies such as key stakeholders, external contractors and suppliers, local authority representatives, community organisations and resident groups.
- Develop, implement and review all relevant policies, practices and procedures relating to estates services, ensuring they reflect legal, statutory and best practice requirements.
- Within delegated authorities, to authorise payment of all invoices relating to estate services and associated suppliers and to correctly allocate expenditure to appropriate cost centres.
- To regularly review costs against budget heads, producing proposals for effectively dealing with significant variances.
- Produce reports on aspects of estate management activity for other staff groups, Senior Management Team (SMT) and the Board and make recommendations to SMT as to how service delivery might be improved.
- To report regularly on trends in service charge expenditure, to explain anticipated variances between budget and anticipated outturn and on proposals for minimising these

Staff Management

Lead, manage and coach to inspire your teams effectively to drive positive staff engagement

Be a key influencer and member at Arhag

Be an effective ambassador for Arhag

Work with colleagues across the business to ensure their areas of operation are compliant, ensuring support and guidance is proactive and supportive

Build effective professional relationships, management and reporting structures with contractors to ensure best value for money is achieved for Arhag

Leadership

- Takes ownership and drives to bring value to Arhag and our customers. Creates a positive, outcome focused working environment with stretching business goals
- Challenges and offers different perspectives to achieve the best outcome while identifying and mitigating possible business risks and threats
- Has a clear purpose, a structured approach and monitors progress. Prioritises the use of resources in line with business requirements
- Understands the organisational context and our role in delivering value for the business and customers. Builds commercially relevant relationships and identifies business opportunities, understands business financials and the commercial impact of actions and decisions
- Considers and involves others to develop positive working relationships with all stakeholders and fosters cross-functional collaboration
- Expresses information clearly and simply to convey key messages and influence people. Interacts with others in a positive way, willingly communicates difficult messages

Note: No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation. You will be expected to carry out all duties in the context of and in compliance with Arhag's Equal Opportunities and Health & Safety Policies.

Key Functional Responsibilities

Our values:
 To further our vision and mission we have adopted five corporate values that underpin our aims and objectives:

- Trust
- Respect
- Accountability
- Customer care
- Innovation

Person profile

Attributes	Essential	Desirable
1. Education and Qualifications	<ul style="list-style-type: none"> • Degree or equivalent would be useful (Evidence of higher Education qualification) • Health and Safety Qualification appropriate to the requirements of the role • NEBOSH is desirable. • Should hold or be prepared to undertake appropriate training/qualifications in Asbestos Inspection/DDA Auditing/ Fire Risk Assessment/Party Wall work as required. • Current valid driving licence and access to a vehicle. 	<ul style="list-style-type: none"> • Experience of working within the social housing sector at a senior level • Demonstrable track record of experience of working with regulatory or other bodies (e.g., GLA etc)
2. Experience	<ul style="list-style-type: none"> • Working with leadership and staff management across a range of activities. • Providing support to a team through supervision. • Budgetary and financial responsibility 	

- Managing complex projects.
- Overseeing FRA Programmes, remedial actions and reporting on progress.
- Working to tight deadlines and working unsupervised to a high quality.
- Procurement and evidence of building successful contractor partnerships.
- Managing risk and compliance.
- Knowledge and understanding of relevant construction/health and safety legislation and regulations.
- Knowledge of standards; best in class performance; benchmarking
- A responsive, constructive and flexible attitude towards working arrangements within a team environment.
- Demonstrate ability and commitment to customer care.
- A commitment to seeking new ways of working to achieve continuous improvement.
- Current clean driving licence and use of a motor vehicle.
- Strong communication skills
- Experience in a wider compliance setting would be desirable.
- Inspections/DDA Auditing/ Fire Risk Assessment/Party Wall work would be advantageous.
- A good understanding of IT system including Microsoft word and Excel.
- In house compliance and repairs system would be desirable.
- Management of contractors particularly in relation to health and safety
- Managing Property Maintenance and Compliance for a property-owning landlord

	<ul style="list-style-type: none"> • Proven track record and experience in the project management of property refurbishment works. • Working in housing Industry in a contracts management capacity • Organisational, time management and administrative skills • Plan work in logical way • Work well under pressure and to tight deadlines. 	
<p>3. Knowledge and Skills</p>	<p>Extensive knowledge of overseeing contracts.</p> <ul style="list-style-type: none"> • Strong knowledge of applying contract clauses to JCT, MTC, Frameworks, etc • Proactively build positive relationships internally and externally. • Knowledge of reviewing FRAs to complex residential properties. • Completing detailed schedules of works and fire related specifications. • Monitoring contractors and project works on site. • Liaising with customers and providing excellent services. • Be available for customers and deliver high quality services to internal and external customers. • You use your skills, knowledge and experience to make appropriate decisions which add value to the business. • You work with colleagues to achieve common goals. • You communicate clearly and politely and ensure your message is understood. 	
<p>Qualifications/ professional development</p>	<ul style="list-style-type: none"> • RIC's/MCIOB qualified to chartered level (or in the process of becoming qualified) • Degree level qualification or qualified by experience 	<ul style="list-style-type: none"> • NEBOSH qualification

4. Circumstances	<ul style="list-style-type: none">• Able to work flexibly to meet customer and business needs including evening and working weekends	<ul style="list-style-type: none">• Driving licence and access to a car as regular travel required in the role to places which are not always accessible by public transport
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