

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Temporary Accommodation Health and Safety Compliance Officer	Grade: SO2
Reports to (Designation):	Tenancy Management and Resettlement Team Leader	Grade: PO3
Directorate:	Housing Services Directorate	Division: Housing Services

Main Purpose of the job:

To undertake key duties and tasks in relation to the control, co-ordination, and verification of compliance certification documentation and procedures relating to Fire Risk, Asbestos, Energy Performance, Gas and Electrical Safety, Legionella and any other Health and Safety consideration, ensuring that all obligations and standards are met.

To ensure that the Council's legal responsibilities in relation to Health and Safety are met, and to ensure that all staff are kept informed regarding any changes to legislation, and to incorporate any such changes in existing policies and procedures to maintain compliance.

Responsible for ensuring that the performance of the Council's temporary accommodation providers in the area of health and safety compliance and property standards is of the expected quality level as stipulated in the contract terms and conditions and service level agreements.

To communicate with the relevant teams to undertake inspections of temporary accommodation to ensure that the accommodation meets the Council's required property standard and is fit for occupation.

Responsible for providing reports to senior management regarding overall temporary accommodation compliance, including analysis of key performance indicators, exception reporting and highlighting of inconsistencies throughout the area.

Summary of Responsibilities and Personal Duties:

Responsible for the management of the key databases and support systems throughout the Property and Business Accounts team, including updating and uploading safety certificates.

Responsible for managing the accuracy of data input, monitoring and validation of data for the various Council IT systems, including certificate dates and comments, accommodation provider details and accommodation addresses. This is expected to be reconciled to support audits and scrutiny.

To develop positive, active relationships and work effectively and professionally with key stakeholders such as accommodation providers and individual landlords, supporting the delivery of the wider compliance objectives of the Council, and maximising opportunities to innovate and develop improvements to service delivery.

Support the development, review and implementation of related strategies/policies and to deliver strategic priorities, ensuring the Council is meeting its statutory duties.

To support the Accommodation Supply and Resettlement Service Manager in the engagement, negotiation and consultation with a range of internal and external stakeholders to ensure compliance in the area of Health and Safety and Property Standards.

Review statutory and best practice health and safety documents to ensure they have been completed correctly.

Work collaboratively with the Council's inhouse Compliance team to ensure compliance across the private sector leased stock.

Develop and maintain strong relationships with other officers and teams both within the Council and external partners/ providers to deliver the Council's priorities.

Communicate with service users, where challenges such as access issues arise.

Liaise with the relevant teams to carry out inspections and ensure that effective monitoring and action on unsuitable accommodation is taken, including referring to enforcement and contract managing accommodation providers.

Liaise with the relevant teams to carry out inspection of all accommodation as necessary or as instructed by the service manager in order to ensure accommodation is fully compliant with the Council's minimum standards and meets health and safety requirements including energy efficiency standards.

Work as part of a team ensuring good organisation, communication, work planning and motivation between self and others.

Identifying and investigating complaints regarding health and safety compliance breaches and taking the necessary action to rectify breaches by negotiation and correspondence.

Providing advice, information and guidance on compliance matters and related areas to colleagues and external stakeholders.

Keep abreast of current legislation, policies and regulations related to property standards and health and safety compliance and making recommendations on based on changes.

Responsible for ensuring 100% compliance of gas servicing compliance.

Responsible for ensuring regular periodic electrical inspection of properties are carried out and that failures are actioned.

Work with the relevant team to manage the independent and internal audits of compliance data, policies, and procedures including those selected by any Member Scrutiny.

To deal with and redirect correspondence, emails, telephone enquiries and personal contacts in connection with queries relating to the compliance functions of the service, ensuring the highest standards of customer care and that prompt responses are made thereby contributing to the effective running of the service.

To undertake a full range of administrative and technical support duties for the Compliance area, including managing and maintaining files, photocopying, arranging meetings, printing and collating reports, letters and other documentation and inputting and extracting data from computer systems and databases.

To undertake any other duties as required by the Director of Housing and the Service Manager, that are commensurate within the grade and the post in responding to changes in work load and accepting responsibility for customer care.

To inform the Head of Service of any breach of Health & Safety issues or indeed of any situations or events which it is considered could place individuals in danger.

Promote a professional and positive image of Council in accordance with Council's Customer Service Policy. Take a pro-active approach to providing excellent customer service – to both internal and external customers.

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy.

Internal Contacts: These include officers in the inhouse Compliance Team, Temporary Accommodation Housing Team, Tenancy Management and Resettlement Team, officers in Licensing and Housing Enforcement, Payments Team, Health and Safety Team, Councilors, Complaints Team etc

External Contacts: This will include Landlords, Landlord Agents, Contractors, Regulatory bodies, etc

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

Number of fully managed staff: 0

Number of partially managed staff: 0

PERSON SPECIFICATION

JOB TITLE: Temporary Accommodation Health and Safety Compliance Officer
DEPARTMENT: Housing Services

POST NO:
GRADE: SO2

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**

Understanding of how equality and diversity relates to this post **S**

Knowledge

Knowledge of how to deliver a first class customers focused service. **S**

A good working knowledge of current health and safety related legislation and guidance and have an understanding of the responsibilities for safety, health and welfare placed on all parties involved in health and safety compliance. **S**

Knowledge and understanding of the activities functions and processes involved in the provision of a health and safety regulatory compliance service for a large and complex temporary accommodation portfolio. This will include areas such as gas, electric, energy efficiency, fire risk, asbestos and water hygiene. **S**

Knowledge of private sector housing law, health and safety rating system and other health and safety regulations (gas , electrics and energy efficiency) and legislation relating to the letting of private sector tenancies and temporary accommodation. **S**

General knowledge of good property standards and common building problems. **S**

An awareness of the financial implications of decisions and an understanding of the importance of prioritising value for money.

Aptitude

Excellent oral and written communication skills, with an ability to explain complex information clearly to a range of audiences.

Ability to identify business risks at an early stage within the compliance process, alerting appropriate managers and developing possible solutions.

Ability to work as part of a team and take initiative with own cases.

Ability to promote and develop effective joint working practices across services.

Ability to prioritise competing demands in a pressurised environment, recognize service priorities and manage a caseload within agreed targets.

Ability to maintain databases and work effectively with IT systems.

Ability to meet performance targets and deliver positive outcomes.

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Ability to develop and maintain effective partnerships with a wide range of people and organisations.

An ability to work in a flexible and adaptable manner within in a fast changing, pressurised and high profile environment

Must be able to demonstrate a reasonable knowledge of health and safety risks within the industry and the main principles and strategies for control.

Experience

Experience of working in a similar compliance focused role.

S

Experience of providing an excellent level of customer care and customer service in a comparable customer service environment.

S

Experience of managing own caseload.

Experience in, writing and presenting report and papers.

General Education

A good standard of education, including excellent levels of numeracy and literacy.

HHSRS training or equivalent desirable

Personal Qualities

Organised and target driven.

Able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts.

Commitment to high levels of attendance and punctuality.

Ability to promote the work of the individual; team; group; Directorate and organisation overall and to project a positive image.

DBS Disclosure Required? No

☒

Basic

☐

Enhanced

☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally, candidates must meet the standard Lewisham requirements for the post