



ROLE PROFILE

Role Title:	Compliance Delivery Officer (Electrical & Lifts)
Service:	Housing Services, Repairs & Servicing
Directorate:	Transformation, Housing & Resources
Accountable to:	Compliance Delivery Manager (Housing)
Grade:	SO2
Car Category:	Essential
Work Style:	Flexible Office Based Worker

Purpose of role

To ensure that the requirements of all relevant legislation, regulation and required guidance is adhered to and that best practice is implemented for electrical and lift safety in respect of residential homes owned by West Lancashire Borough Council.

To work as part of the Repairs & Servicing Team and provide invaluable support to the Compliance Contracts Manager (Housing) to ensure that our statutory obligations in relation to electrical and lift safety are met.

The successful candidate will be overseeing the relevant contractor responsible for electrical and lifts thereby ensuring the delivery of statutory and regulatory compliance. Non-compliance with safety regulations can result in serious consequences, such as fines, legal action, project delays, increased insurance premiums, and damage to a company's reputation. More importantly, it can lead to accidents and injuries, which can result in physical harm, lost productivity, and increased costs for medical treatment and workers' compensation. Ultimately non-compliance could lead to prosecution under the Corporate Manslaughter Act 2007.





Key Objectives

1	Establish and maintain effective working relationships with colleagues to ensure a 'one team' approach that provides excellent customer service and ensures our homes are safe for our tenants.
2	Ensure that all the Council's housing stock are complaint in terms of electrical and lift regulations and legislation. To demonstrate best practice with regards to this.
3	Be the lead for the repair and maintenance services delivered across the portfolio. Assets may include fire safety equipment, lifts, doors, barriers, CCTV, warden call, door entry, water hygiene, fire risk assessments and asbestos management.
4	Be a strong, consistent and effective client, managing and challenging contractor performance in a constructive way.
5	Ensure effective data management systems, policies, processes, and programmes are in place to provide assurance of ongoing statutory and regulatory compliance and delivery within budgets whilst providing for a high level of internal and external customer satisfaction.
6	Manage a team of Customer Liaison Officers to ensure an efficient and proactive service is provided.
7	Ensure all necessary Risk Assessments and Method Statements are in place and appropriate Health and Safety plans are in place and are complied with.
8	To ensure that processes are effectively managed working to a target of 100% compliance for electrical and lifts and that the process is reviewed and updated in line with best practice to ensure access rates are maximised.
9	Be flexible, able to prioritise, and able to problem solve as building layouts can differ. Work with the contractors to solve possible problems to meet regulation and be cost effect yet ensure that the Council is meeting its statutory obligations.
10	Stay abreast of current regulations and any changes that occur to those regulations, statutory requirements, approved codes of practice, building regulations etc. Priorities will be based on risk to the individual (resident), staff, contractors and public. Whilst priorities may change or be conflicting, there is a legal requirement to carry out and complete





	servicing, maintenance, and repairs to ensure the services provided are safe.
11	Ensure customers play a central part in service planning, monitoring and feedback, with deliverable and tangible outcomes.
12	Facilitate customer satisfaction research with the review and updating of customer processes when necessary.
13	Review systems and processes and implement changes on a regular basis to drive continuous improvements in line with best practice. Ensure the accurate collating, control, recording and storage of all documents, data and information that evidence legislative and regulatory compliance in respect of electrical and lifts. Also ensure appropriate record retention.
14	Oversee the complaints process (including MPs, Councillors, officers, tenants and the general public, etc) and provide overall management of complaints and compensation activity overseeing complex / sensitive investigations and responses provided, ensuring compliance with the Council's policy and procedures.
15	Chair and co-ordinate contract management meetings and demonstrate compliance with good practice and WLBC's standards of contract management.
16	Participate in maintaining and regularly reviewing policy, procedures and processes to deliver cost effective services and address key areas of risk
17	Ensure that specifications for works consider our statutory obligations in relation to electrical and lift safety.
18	Understand relevant government practices and issues and advise on regulatory and statutory standards/ regulations.
19	Be the accountable person for the provision of detailed information and data as required to provide assurance of legislative and regulatory compliance and effective operational performance across electrical and lifts of WLBC owned homes.





20	Check and authorise orders, payment certificates, final accounts, and invoices.
21	Provide regular performance reports and develop and maintain systems for monitoring performance and escalating risks and issues promptly. Ensure all KPIs in relation to electrical and lift safety and compliance are met.
22	Ensure that all works are delivered within timescales and within agreed financial parameters, ensuring high quality standards, and achieving value for money in line with all relevant statutory regulations and H&S compliance.
23	Provide a range of professional technical advice and assistance to both technical and non-technical staff in order to enhance service delivery
24	Provide cover based on needs of the business as necessary to ensure that all services are adequately provided.
25	To deputise for the Compliance Delivery Manager in the areas of Electrical and Lifts.

Scope

The post holder will work as part of the Repairs & Servicing Team and ensure the compliance of electrical and lift safety in WLBC owned homes.

The post holder will have contact with the team and service managers from across the organisation, developers, contractors, tenants, members of the public and Elected Members and will answer queries in a professional manner.

Work Profile

1. Strategy

The post holder is a member of the Repairs & Servicing Team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan. They will also ensure that the Council meets the standards set out in related housing policies.

2. Performance





The post holder will work towards the successful delivery of the service and contribute to the overall performance of the wider team.

3. Service Quality

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them, in order to undertake their own role.

4. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based, and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

5. Supervision and Management

The post holder is responsible for supervising the Customer Liaison Officers.

6. Communications

The post holder will be expected to communicate professionally and effectively with those contacting the service.

7. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, service and team manager, contractors, tenants, members of the public and Elected Members.

8. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

The post holder may be expected to be on call on a rota basis.





9. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

10. Working conditions

The post holder will be expected to undertake site visits, including visits to sites, as well as being office-based.

11. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

12. Customer Focus:

To meet the Council's Standards of Customer Care at all times.

13. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

14. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

The post holder is responsible for ensuring that contracts abide with the relevant H&S and CDM regulations that protect workers and visitors to sites.

15. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

16. Training & Development





To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

17. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

18. Creativity

The post holder is required to come up with a range of imaginative solutions and responses which involves innovative thinking. This includes developing new policies.

19. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

20. Work Context

The post holder works as part of the Repairs & Servicing Team and ensures compliance in relation to heating and water.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

21. Physical Demands

The post holder will be expected to undertake external site visits, including visits to construction sites.





PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Appropriate academic professional or technical qualifications in electrical engineering, e.g. BTEC HNC or degree in electrical engineering. Alternatively qualified by experience to an equivalent level with a minimum qualification of BTEC, IET accreditation in Electrical Engineering and/or membership of a recognised electrical engineering organisation such as JIB Evidence of Continuing Professional Development	X		A
	Proven previous experience in managing electrical hard-wired systems including: Electrical installations, Certification of electrical installation work, Periodic inspection, testing, condition & reporting, Electrical appliances, LOLER, Working at Height Regulations.	X		A, I
	Knowledge of the electrical and lift compliance areas, legislation, and regulation for each of these.	X		A, I
	Experience management experience within the repairs and			





	<p>maintenance industry with operative staff responsibilities in a construction environment with a commitment to working in partnership</p> <p>A strong record of achievement in service delivery of property maintenance.</p> <p>Comprehensive working knowledge of property related compliance and duties imposed on social landlords.</p> <p>Knowledge of the relevant regulatory and statutory standards / regulations</p> <p>Knowledge of the Building Regulations, British Standards, Approved Codes of Practice, CDM regulations, health & safety legislation, Regulatory Framework for Social Housing and standard forms of building contract.</p> <p>Experience of achieving value for money from works of the type covered by the post.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p></p> <p>X</p>	<p></p> <p></p> <p></p> <p></p> <p>X</p> <p></p>	<p>A, I</p> <p>A, I</p> <p>A,I</p> <p>A,I</p> <p>A, I</p> <p>A, I</p>
Planning and organising work	<p>Excellent organisational skills</p> <p>Excellent administration skills with a high level of attention to detail</p> <p>Ability to prioritise own workload, work under pressure and meet multiple deadlines.</p> <p>Ability to handle confidential information</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p>	<p>A, I</p> <p>A, I</p> <p>A,I</p> <p>A, I</p>





Planning capacity and resources	Able to plan resources and tasks to ensure resilient and efficient service outcomes.	X		A, I
Influencing and interpersonal skills	Ability to communicate effectively both orally and in writing.	X		A, I
	Ability to work as part of a team with a flexible approach.	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Enthusiastic and positive attitude	X		A, I
	Able to contribute constructive ideas to the team	X		A, I
Managing risk	Able to identify, report and mitigate any risks encountered during the execution of the role.	X		A, I
Managing change	Able to handle change with a resilient and positive attitude.	X		A, I
	Willingness to undertake training provided externally or internally to increase knowledge and understanding within the current role	x		A, I
ACCOUNTABILITY and RESPONSIBILITY	Able to work well with minimal supervision	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This	X		I





	includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English			
	Full Driving Licence and access to vehicle	x		A

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together;**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements.
- available to undertake work outside of normal working hours

Rebecca Spicer		
Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

