



ROLE PROFILE

Role Title: Compliance Delivery Officer (Asbestos)

Service: Housing Services, Repairs & Servicing

Directorate: Transformation, Housing & Resources

Accountable to: Compliance Delivery Manager (Housing)

Grade: P01

Car Category: Essential

Work Style: Flexible Office Based Worker

Purpose of role

To promote and influence asbestos compliance and the associated procedures that are developed to safeguard the health and safety of all stakeholders, including staff, visitors, contractors, and members of the public.

Perform a wide range of asbestos monitoring, encompassing management, refurbishment and demolition surveys. Inspect contractors' remediation work, either approving removal efforts or rejecting unsatisfactory procedures. Provide key stakeholders with professional and courteous service, addressing inquiries and offering specialised advice and interpretations when necessary.

Key Objectives

| | |
|---|---|
| 1 | Provide technical expertise/problem solving when required. |
| 2 | To undertake asbestos surveys of void and tenanted homes. |
| 3 | Visiting property's when requested to check/advise on what asbestos is present. |
| 4 | Writing/checking scopes of work for asbestos surveys when required. |
| 5 | Ordering asbestos surveys for Housing Services when requested. |
| 6 | Attend planning/start up meetings with asbestos consultancy, Repairs and Maintenance Contractor & project surveyor. |





| | |
|----|---|
| 7 | Visiting property's where high-risk ACM's/actions are identified & formulate what's the best course of remedial action. |
| 8 | Explaining/reassuring to residents what asbestos works are required within their property. |
| 9 | Contacting residents during/following the emergency works and reassuring the residents. |
| 10 | Conduct unannounced visited during asbestos abatement works to check standard are being adhered to. |
| 11 | Update and monitor the compliance management system with all asbestos information to ensure statutory compliance. |
| 12 | Ensuring a program is in place to make sure that we know where all asbestos is in Council owned homes. |
| 13 | Reacting to tenant complaints/tenants' concerns regarding asbestos within their property |
| 14 | Ensuring all asbestos invoices are correct and mange the invoicing process with regards to asbestos. |
| 15 | Participate in maintaining and regularly reviewing policy, procedures and processes to deliver cost effective services and address key areas of risk |
| 16 | Ensure that specifications for works consider our statutory obligations in relation to asbestos safety. |
| 17 | Procure appropriate contractors in relation to asbestos testing and removal. |
| 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 asbestos in WLBC owned homes. |
| 20 | Provide regular performance reports and develop and maintain systems for monitoring performance and escalating risks and issues promptly. Ensure all KPIs in relation to asbestos and compliance are met. |
| 21 | Provide cover based on needs of the business as necessary to ensure that all services are adequately provided. |
| 22 | Ensure all necessary Risk Assessments and Method Statements are in place and appropriate Health and Safety plans are in place and are complied with. |





Scope

The role has a delivery operation focus for the functions with its remit for Council Housing Stock

Work Profile

1. Strategy

The post holder will have a lead role in the Council's management of asbestos in the Council's housing stock and will contribute to other related strategies. Their role will also contribute to the achievement of the Council's Corporate Plan.

2. Performance

The post holder will support the Compliance Delivery Manage (Housing) in ensuring that required standards are achieved and maintained. They will take a role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence / intelligence-led approach for the management of asbestos. They will monitor and communicate performance against a series of key performance measures (including statutory targets), developing new indicators and targets as needed.

They will recognise, communicate, and mitigate any risks to the delivery of high-performance standards.

3. Service Quality

The post holder will have a leading support role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved, through the delivery of an asbestos management service that upholds rigorous standards and adds value.

They will develop and monitor appropriate service performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The individual is not responsible for a budget.





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

5. Accountability

The post is accountable to the Compliance Delivery Manage (Housing).

6. Culture

The post holder will play a lead role in Housing Services in terms of the development of a positive organisational culture that is outward looking, evidence-based and customer-focused. They will provide visible, authentic leadership and lead by example, upholding the organisation's values and standards.

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

7. Communications

They will have frequent but not daily contact with members of the public including local businesses and with Human Resources, Trade Unions and regional/ national bodies. They may be expected to write detailed reports for committees, some of which may include technical detail that needs to be translated for the layperson and often incorporating sensitive information. They will also come into contact with personal information relating to employees and residents and will need to exercise their responsibilities in handling this information appropriately.

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.

9. Risk Management

The post holder will be expected to contribute effectively to the identification, management of corporate risks relating to health and safety and business resilience/ emergency planning. They will be responsible for the effective management and mitigation of risks within their own division, reporting on actions taken and escalating to the Repairs and Servicing Manager when necessary.

10. 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.

11. Customer Focus

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

12. Core Tasks

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

13. 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.

14. Legislation

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

15. Training & Development

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

16. I.T.

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

POLITICALLY RESTRICTED

Under the Local Government and Housing Act 1989, this is a politically restricted post.





PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

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 | BOHS P402 - Building Surveys and Bulk Sampling for Asbestos | X | | A, I |
| Technical knowledge and qualifications | BOHS P405 - Management of Asbestos in Buildings | X | | A, I |
| | Well-educated in internationally recognized assurance and control procedures for sampling and analysing asbestos materials. | X | | A, I |
| Knowledge | Ability to interpret and utilise data to manage performance and undertake reviews. | X | | A, I |
| Planning and organising work | Able to operate independently, managing conflicting priorities effectively. | X | | A, I |
| | Methodical and well organised, with a commitment to providing a quality service and attention to detail | X | | A, I |
| Planning capacity and resources | Delivery of results under pressure | X | | A, I |
| | Ability to think and plan strategically. | X | | A, I |





| | | | | |
|--|---|---|---|------|
| | | | | |
| Influencing and interpersonal skills | Ability to communicate effectively, orally and in writing, with a wide range of audiences using a variety of medium. | X | | A, I |
| | Political sensitivity and ability to establish and maintain collaborative working relationships with Elected Members, Central Government, public sector agencies, trade unions. | X | | A, I |
| | Professionalism and credibility that establishes and maintains the confidence of Elected Members, local communities, employees and external partners/ stakeholders. | X | | A, I |
| PROBLEM-SOLVING Using initiative to overcome problems | Demonstrable experience of developing and implementing effective outcome-based solutions to problems | X | | A, I |
| | Ability to work across the organisation and operationally, to identify a range of appropriate solutions to issues and problems. | X | | A, I |
| Managing risk | Ability to identify mitigating measures that may be implemented to minimise risk | X | | A, I |
| Managing change | Able to demonstrate experience of effectively managing change for improved outcomes and service delivery. | | X | A, I |
| ACCOUNTABILITY and RESPONSIBILITY | Ability to work independently and take ownership of key responsibilities of the post | X | | A, I |





| | | | | |
|--|--|---|--|------------------------|
| Undertakes tasks without supervision. | | | | |
| Other | Commitment to Equality | X | | A, I |
| | Commitment to Health & Safety | X | | A, I |
| | Satisfactory Baseline Personnel Security Standard Check | X | | Document Checks |
| | The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English | X | | A I |

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.

