



## WEST LANCASHIRE BOROUGH COUNCIL

### JOB DESCRIPTION

<b>Directorate:</b>	Housing and Inclusion Services
<b>Service:</b>	Property Services
<b>Section:</b>	Contract Support and Compliance
<b>Job Title:</b>	Compliance Support Officer
<b>Grade:</b>	Scale 3
<b>Designated Line Manager:</b>	Contract Admin Officer
<b>Directly Responsible for:</b>	None
<b>Car Categorisation of Post:</b>	N/A

**Purpose of Job:**

To assist the Compliance Team in managing the key risk areas relating to gas, water, fire, asbestos and electrics through effective testing / inspection and maintenance of the Council's property portfolio.

**Core tasks:**

1. Assist in the maintenance and updating of the Council's key risk management systems as directed by the Compliance Manager / Contract Admin Officer.
2. Take part in the development of servicing and inspection programmes relating to gas safety, fire safety, asbestos management, water management and electrical inspection and testing.
3. Liaise with appointed contractors to collate documentation relating to completed inspections / testing and subsequent certification.
4. To ensure all documentation relating to completed inspections / testing and certification is properly stored within the Council's key risk management systems.
5. Liaise with Tenancy Service Team to provide support relating to no access process to properties – preparation and mailing of formal letters to tenants requesting access to their homes
6. Assist in the preparation of legal packs to facilitate formal access procedures to properties.
7. Using existing systems arrange e-surveys to measure service delivery for tenants who have had compliance inspection / testing completed to their homes.
8. Collate results of surveys into weekly reports and submit these to the Compliance Manager.
9. Arrange contract management meetings, prepare and distribute agendas, take minutes and distribute these as directed by the Compliance Manager / Contract Admin Officer.

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

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

**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.

**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.

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

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

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.

<b>Prepared by:</b>	Frank Lee	<b>Date:</b>	October 2019
<b>Approved by:</b>	Jacqui Sinnott-Lacey	<b>Date:</b>	October 2019