



## Property Compliance Officer

**Reports to:** Head of Property

**Responsible for:**

The Property Compliance Officer will ensure that Stoke on Trent Housing Society's stock meets all statutory and regulatory requirements relating to its properties, including building safety and decent homes. Providing technical expertise, alongside project and customer liaison management this role is central to Stoke on Trent Housing Society's Business Plan and Building Safety Case.

**Key Responsibilities:**

- To be the primary contact for property compliance queries and updates.
- Providing technical support to colleagues and contractors for complex property compliance matters.
- Ensuring that Stoke on Trent Housing Society meets all statutory and HSE requirements relating to all identified areas of property compliance by developing and maintaining effective systems.
- Ensuring all of our schemes are safe and meet regulatory and resident expectations.
- Maintaining the Building Safety Cases for each high-rise building.
- Managing property contracts ensuring proper governance and a recorded program of pre and post quality inspections.
- Ensuring timely, accurate and relevant performance management information for the property compliance function is available for interrogation, analysing performance data to achieve continuous improvement, and providing reports to Senior Management and the Board.
- Maintain accurate records pertaining to property compliance and works undertaken to the housing stock.
- Completing, maintaining, and analysing data in respect of stock condition surveys.

**General:**

- Communicate daily with applicants, tenants, and members of the public by telephone, e-mail and in person, providing clear information and advice on a broad range of subjects and to accurately record information.
- Receive enquiries from tenants and other stakeholders of Stoke on Trent Housing Society.
- Attending relevant meetings where required.
- Provide cover for other Property team members in their absence.
- Inclusion in the rota for out of hours cover.

**Company**

- Compliance with all legal and statutory regulations along with best practice.
- Ensure that Society's policies are always implemented and in all aspects of service delivery.
- Ensure compliance with all Health and Safety legislative requirements.
- Achieve agreed performance targets for all service areas and be fully involved in the setting of all future performance targets.

- Ensure that the Financial Regulations of the Society are adhered to.
- Uphold the Society’s standing as a body providing public services in a professional, competent, helpful, and polite manner.
- Maintain and develop effective external networks and partnerships that are crucial to the Society’s work and business interests.
- Always maintain strict confidentiality.
- Maintain and update database systems, including the Housing Management system.
- Undergo training as necessary to maintain high quality standards of work.
- Undertake such duties as may reasonably be expected within the scope and grading of the post.

**The right person for the role will be able to demonstrate:**

<b>Property Compliance Officer</b>	<b>Essential (E) /Desirable (D)</b>
Educated to A level standard or able to demonstrate relevant experience and competency.	(E)
Relevant qualification in respect of key compliance activity e.g. gas safety, electrical safety, water safety, asbestos management	(D)
Experience of working in a similar role within the social housing or public sector (Minimum of 2 years)	(E)
Up to date knowledge and understanding of current Health and Safety issues including the Building Safety Act	(E)
Computer literacy skills – including use of Word and Excel	(E)
Experience of operating housing management IT software packages	(E)
Excellent verbal & written communications skills to provide advice, guidance, and information to a range of audiences	(E)
Ability to plan and prioritise workload and work with minimum supervision and to deadlines	(E)
Ability to understand and facilitate project management processes	(D)
Experience of producing and analysing performance data	(E)
Ability to work effectively as a team member	(E)

**E= Essential**

**D= Desirable**