

Job Description

Job title: Head of Compliance	Service Area: Assets and Repairs	
Directorate: Housing	Post Number From Oracle	Evaluation Number
Grade: XXX	Date issued:	

Croydon Council's priorities

We will live within our means, balance the books and provide value for money for our residents.

We will focus on tackling ingrained inequality and poverty in the borough. We will follow the evidence to tackle the underlying causes of inequality and hardship, like structural racism, environmental injustice and economic injustice.

We will focus on providing the best quality core service we can afford. First and foremost, providing social care services that keep our most vulnerable residents safe and healthy and keep our streets clean and safe.

To ensure we get full benefit from every pound we spend, other services will only be provided where they can be shown to have a direct benefit in keeping people safe and reducing demand.

Croydon Council's new ways of working

We will practice sound financial management, being honest about what we've spent and what we can afford.

We will focus on what we, uniquely, can do as the local authority as the democratically elected leaders of our borough. This means we will focus on our core services, and a small number of evidence-based outcomes that deliver our priorities. But we will also continue to use our democratic mandate to convene our partners around a common purpose and to make a clear case for a better deal for Croydon.

We will aim to become a much more transparent, open and honest council.

We will involve residents in our decision making. But we will also need to be clear with residents about what we can do, and what we can't. When we have to say no, we will do so with compassion and take the time to explain our decisions.

Responsibility for: Ensuring that all social housing properties and services comply with legal and regulatory standards concerning safety and maintenance of Asbestos, Gas, Electrics, Water and Lifts, and tier 2 compliance areas

Job Purpose: To procure, manage and oversee the programmes of work and safety checks which provide safe and compliant social housing adhering to relevant compliance frameworks, health and safety protocols and legislation.

Reports to: Director of Housing: Assets and Repairs

Responsible for: Leading the Compliance function within the Housing directorate. Providing assurance on all matters of property compliance for social housing stock.

Corporate Accountabilities (all Heads of Service)

To take a “one Council” approach to deliver more effective outcomes and at all times avoid a siloed, single division or service area approach.

To actively seek out and learn from external good practice and bring those new ideas and ways of working into service development and delivery.

To contribute and lead as required as a project owner on the delivery and implementation of specific corporate projects as required.

To actively role model the council’s priorities and ways of working and the council’s leadership framework and values.

To lead, manage and develop staff teams and ensure compliance with the council’s performance management system and all HR policies and procedures

Be accountable for associated budget and have affordable plans in place to deliver the annual budget and Medium-Term Financial Plan.

Provide assurance that the services are compliant and performance monitoring is part of the corporate rhythm, and exceptions have robust action plans.

To operate within the governance, financial and legal frameworks of the Council at all times.

Ensure equalities is embedded into all aspects of professional and managerial roles, including service delivery and at all times carry out your duties with regard to the Council policy.

Ensure by robust management that the services and staff you are responsible for adhere to the Council's Health and Safety Policy and operate within the safety management frameworks.

To ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act, recognising that the council wishes to operate in the most open and transparent way.

Participate in cross organisational risk management and emergency planning activities as required

Service Accountabilities:

- To deliver a compliance function able to create, monitor and contract manage programmes of work to effectively deliver and ensure compliance of social housing stock.
- Develop an assurance framework for approval and ensure it is effectively implemented for day-to-day operational use.
- Act as the Council's competent source of technical expertise and advice on social housing compliance matters
- Work collaboratively with the Head of Fire & Building Safety to ensure a seamless service offer for residents' safety,
- Develop and maintain sustainable relationships with contractors and partners to enable them to perform to the highest possible standard when working on behalf of the council.
- Create and implement policies and processes for the team's activities; regularly audit and report on compliance using appropriate systems for extracting accurate information and a single version of the truth
- Develop and deliver statistical dashboards and reports to demonstrate compliance and respond to statutory returns.
- Ensure the early adoption of industry best practice, specifically where this has a direct impact on resident safety and contribute in industry-wide expert engagement and consultation whenever possible, ensuring that the council is represented and able to influence change.
- Respond to associated incidents, drawing together Project Teams, actions plans, communication plans.
- Ensure all compliance safety information produced by relevant person is up to date and ensure they are fit for purpose, using management reports to drive continuous improvement and compliance (i.e. maintaining the 'golden thread')
- As part of the management team, develop plans to deliver the Councils objectives focus on long-term business strategy and contributes to the wider longer-term strategy. Working closely with Government agencies such as MHCLG, LFB
- Ensure the council housing asset management system is utilised effectively and the team is able to demonstrate social housing compliance

- Undertake any other function as required by the Director of Assets within the scope of compliance team's strategic aims or operational requirements.
- Ensure that information requests from Regulators (HSE, Local Authorities, Fire Brigades) is responded to in a timely way
- Liaise with contractors to ensure that they engage and support any remediation or servicing relating to compliance
- Procure Contractors to undertake the intrusive process, including making good and costing any works required
- Respond to queries and complaints in a timely way
- Follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others
- Undertake corporate responsibilities as required, including leading investigations and hearings in formal processes across the business

The list of duties in the role profile should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above role profile but please note that the Council reserves the right to update your role profile, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

Key Stakeholder Relationships:

Internal:

Members; Chief Officers; Directors; Heads of Service; other teams and senior departmental colleagues across the whole council; trade unions.

External:

Local, regional and national government bodies, agencies and NGOs; professional bodies; Regulator of Social Housing; Building Safety Regulator, MHCLG; LFB; other local authorities; partner organisations; statutory bodies; members of the public and community groups; trade unions

Political Restrictions:

n/a

Statutory Responsibilities:

Council's Responsible Person for Asbestos, Gas, Electrical, Lifts and Water

Other Considerations:

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.

The postholder is required to observe and fulfill the seven principles of public life (also known as the Nolan Principles).

1.1 Selflessness

Holders of public office should act solely in terms of the public interest.

1.2 Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

1.3 Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

1.4 Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

1.5 Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

1.6 Honesty

Holders of public office should be truthful.

1.7 Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

Person Specification

Specific Minimum Qualifications and Expertise

Qualifications:

- A degree level qualification in compliance related subject
- A minimum level 5 qualification in a mechanical, electrical services or compliance related field, or extensive experience in a M&E or Compliance head of service role.
- Relevant certifications such as Chartered Institute of Housing (CIH) membership, NEBOSH (National Examination Board in Occupational Safety and Health) Certificate, or equivalent.
- A relevant professional membership, or evidence that you are working towards attaining such

Experience:

- Proven track record in senior-level building compliance roles, often within complex environments such as social housing, high rise residential building or large property portfolios.
- Extensive experience of managing programmes associated with meeting and managing the Housing “big 6 areas of compliance” - Asbestos, Gas Safety, Electrical safety, Water Hygiene, Lift safety and Fire Safety
- Extensive experience of managing a wide range of projects and ability to interpret and prioritise complex data.
- Experience of managing resources to achieve demanding targets, managing multi-disciplinary teams and influencing stakeholders.
- Experience of managing/monitoring capital budgets
- Experience of liaising with statutory compliance and regulatory bodies.
- Experience of managing contractor relationships on specific compliance-based contracts
- Demonstrable excellence in team management and service delivery in relation to the provision of customer orientated services that achieve successful outcomes.
- Experience of working in partnership with a wide range of internal and external stakeholders / bodies including statutory bodies and organisations

Knowledge and Skills:

- Expert knowledge of Regulation impacting on social housing.
- In-depth knowledge of the Housing Act and Housing Health and Safety Rating System
- Expert knowledge of Decent Homes standards and upcoming legislative changes associated with Decent Homes Standard plus

- Expert knowledge of Regulator of Social Housing Consumer Standards and in particular the Safety and Quality Standard
- Highly organised and able to take a lead role in monitoring programmes of work
- High level of communication skills to persuade and engage audiences and form positive relationships at all levels (internally and externally).
- Ability to work in a collaborative way to transform service delivery including the ability to manage internal departmental relationships
- Evidence of being a strong corporate player who will lead, motivate and inspire their teams and build a high performing culture.
- Ability to work effectively across a range of service disciplines and with a range of people.
- Commitment to the Council's core value and objectives

Competencies:

These are the competencies for Head of Service level positions and above.

To deliver to the requirements of this role, the post-holder will need to demonstrate the following behaviours:

We Put Customers First

Coaches their managers to instil a respectful and engaging customer culture within their teams. Creates service plans that reflect the customer voice and is reflective of learning from complaints and which proactively seeks to deliver better customer service.

We Deliver Effective Service

Provides clear guidance and priorities on service delivery plans to their team, ensuring they have the resources and equipment to deliver. Monitors and sets the overall service KPIs challenging performance and ensuring issues and root causes are addressed. Takes difficult decisions to achieve wider organisational goals.

We Adapt and Change

Brings transformational plans to life and is a change champion. Encourage innovation and change across the team, learning lessons from mistakes, giving and receiving feedback to stimulate improvement and development. Champions the development of staff and the building of team resilience.

We Collaborate Constructively

Encourages the collaboration of services across the directorate and organisation as a whole. Builds strong relationships with key stakeholders and partners, finding mutually beneficial ways forward.

We Communicate with Impact

Builds a culture of communication clearly, early and regularly with customers and with each other. Delivers impactful communications to a variety of audiences using different channels. Encourages open and honest

communication on challenging issues with the team and customers. Resolves disputes and conflict effectively.

We Lead Inclusively

Sets out the desired future vision for the service in a way that is meaningful. Supports the effective deployment of resources ensuring appropriate use and builds an inclusive and fair environment for staff to work within.

Corporate Values

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority. You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:



One Team: To cross boundaries to work together towards shared goals with colleagues, partners and communities

- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them. You use your contacts and colleagues to bring teams together.

Proud to Serve: We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it. You make a difference to people's lives through engagement and you strive to get the best possible value for money for customers.

Honest and Open: We work hard to build trust by treating everyone with honesty and integrity

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people's views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

Taking Responsibility: We encourage and support each other to take responsibility and show what we can do, learning together and recognising each other's contributions

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

Valuing Diversity: We make the most of the many perspectives that make Croydon distinctive

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.

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