

## Decision under Delegated Powers

### Compliance Team

#### Officer Requesting the Decision

Peter Oliver (Head of Landlord Services)

#### Officer Making the Decision

Geoff Parker (Chief Executive)

#### Recommendation:

To approve the:

- a) deletion of the currently vacant Compliance Team Leader post Q060 37 hours at pay scale SO2 at cost centre H058.
- b) creation of the Compliance Inspection Surveyor post 37 hours at pay scale PO1 at cost centre H058. The job profile is appended. The post will report to the Compliance Manager.
- c) increase in the salary scale of the Compliance Manager Q072 from PO1 to PO2. The job profile is appended.
- d) change in line direct line management reporting for x 2 Compliance Co-ordinator Q079 from Compliance Team Leader post Q060 to Compliance Manager Q072.
- e) change in line management arrangements, moving 1 x Administration Officer Q026 from cost centre H055 (Asset Management) to H058 (Compliance), reporting to the Compliance Manager Q072.
- f) deletion of 8 hours from vacant post Joiner M091 in H001, leaving 66 hours in this post to fund the above changes.

The effective date for all changes is scheduled for 21.05.2018

#### Reasons:

- a) the post is currently vacant following the retirement of the former post holder. The job profile has been reviewed and is no longer appropriate. The activities undertaken by the role will be accommodated by the creation of the Compliance Inspection Surveyor post (see b - above) and the change in line management reporting as detailed at d (above).

- b) the new post reflects that the post holder will be the responsible person for gas safe registration, and will ensure that the Council complies with its legal duties in relation to the Gas Safety Installation and use Regulations 1998. The post holder will provide evidence in court in relation to gas landlord issues. The new post will ensure that the Council has sufficient technical ability and understanding within its workforce to ensure compliance around management of its commercial plant and controls within sheltered accommodation. The grading of the post has been evaluated by a job evaluation panel at PO1.
- c) the Compliance Inspection Surveyor will report to the Compliance Manager. The Compliance Manager post has been re-evaluated at job evaluation panel and the result is a change from PO1 to PO2. The Compliance Manager is a key member of the Landlord Services Senior Management Team and manages a significant amount of risk. This post has been filled via an agency worker at a greater cost for over three years and there is a need to recruit to the permanent position at an appropriate salary scale.
- d) It is envisaged that the Compliance Inspection Surveyor will spend a significant amount of time on site. Direct line management responsibility of the Compliance administration team would be more effectively delivered by the Compliance Manager who spends more time in the office providing direct instruction to the team.
- e) The post undertakes work relating to the removal of asbestos, and therefore fits best within the Compliance team.
- f) The post Joiner M091 has been vacant for a significant period of time and is not required, therefore it is appropriate to use the financial resource to support Compliance delivery.

**Authority for Decision:**

Authorisation of changes to the establishment, within budget and without major service or policy implications, affecting no more than five posts (irrespective of their post number) is delegated to the Chief Executive (Item 6 on page 3-25 of the Constitution dated 14th August 2012).

**Decision and Date:**

APPROVED



05 JUNE 2018

**Background:**

As set out in the reasons above.

An appropriate consultation has been undertaken with staff, and no concerns have been raised.

## Comments from HR

I have commented on each of these proposed changes separately in line with the DD:

- a) It is an ideal time to review and delete posts when they become vacant:
- b) The new post has been properly evaluated:
- c) This post has also been properly evaluated:
- d) The number of direct reports managed by the Compliance Manager have increased by a small number since the post was re evaluated. I have discussed the level of these posts and checked the job evaluation score and agree that this change would not affect the grade of the post. However, the change in line management will need to be discussed with the staff involved and formally processed.
- e) As above:
- f) As outline in a) above.

### HR Advisor:

Gayle Baker, HR Manager (Strategy)

HR seen recommendations (both draft and final, if amended): Y

## Financial Implications

<b>Post</b>	<b>Recommendation</b>	<b>2018/19</b>
<b>Existing budget 2018/19</b>	<b>Budget Required</b>	<b>Budget Diff.</b>
Team Leader Q060 £43,100	Delete £0	(£43,100)
Manager Q072 £44,000	Regrade to PO2 £49,500	£5,500
Inspection Surveyor £0	New post at PO1 £44,000	£44,000

There is a total shortfall in the budget of 6,400. This can be funded by permanently reducing the hours of post Joiner M091 within H001 by 8 hours (leaving 66 vacant hours in this post and 37 filled hours).

For 2018-19 the budget requirement is only for approximately 10 months there will therefore be a small saving in this year due to these changes.

## Risk Management

No specific risks have been identified with this report.

Key Decision: No

Background Papers:

There are none.



<b>Division:</b>	<b>Landlord Services</b>
<b>Job Title:</b>	Compliance Inspection Surveyor (domestic & commercial gas servicing, repair, maintenance installations, legionella and other works)
<b>Grade:</b>	PO1 (£33,436)
<b>Post Number:</b>	
<b>Base/Location:</b>	Southfields
<b>Responsible To:</b>	Compliance Manager
<b>Responsible For:</b>	Compliance Team and Specialist Contractors
<b>Key Relationships/ Liaison with:</b>	Compliance Team, Residents, Contractors, Leaseholders, Elected Members, Utility Companies, Gas Registration Body and other registration bodies

<b>Job Purpose</b>	
	<ul style="list-style-type: none"> <li>• To ensure the Council complies with its legal and regulatory obligations in relation to Gas Safety (Installation and Use) Regulations 1998.</li> <li>• To manage and be the responsible person for Gas Safe Registration for the Council.</li> <li>• To supervise and manage the gas servicing, repairs, installation and maintenance contracts/contractors for both domestic and commercial installations.</li> <li>• To supervise and manage the monitoring of legionella prevention works contract to ensure compliance with contract conditions and current control measures are compliant to ACOP 08.</li> <li>• Inspect works to ensure work carried out in accordance with specification, legislation and to quality standards, that defects are remedied and that the council pays only for work done</li> <li>• Delivery of an effective and appropriate service, to all service users, fairly and without discrimination.</li> </ul>

<b>Main Duties and Responsibilities</b>	
<b>1.</b>	Lead and manage the gas and other fuel servicing, repairs, maintenance and installation contract/s and contractors to ensure compliance with contract conditions and current gas regulations to both domestic and commercial installations. Ensuring excellent services are delivered to our residents, delivering consistent high performance against targets, exceeding expectations whilst meeting all legislative and statutory

	requirements.
2.	Manage and maintain the council's housing management system ensuring all appliances and plant are serviced annually ensuring both quality, safety and compliancy is achieved.
3.	To effectively liaise and manage all incidents of non-access and ongoing delays to statutory and non-statutory access issues with Tenancy Services, Legal and other services as required.
4.	Represent the Council and attend court as the authorising instruction officer and witness as required including but not limited to gas access injunction cases.
3.	Maintain accurate records of all inspections, ensuring that there is an evidenced, effective audit trail. Ensure that this audit trail that can be easily checked at inspection or audit.
4.	Liaise with contractors and in house teams over any shortcomings or defects in work carried out, arranging for this to be remedied at nil cost to the council.
5.	Ensure that all post inspections are carried out in a timely manner, within target, and that necessary delays are avoided.
6.	Identify areas of technical faults and remedies, designing and specifying work/s to be completed, ensuring compliancy and regulations are met.
7.	Lead and manage the Legionella prevention contract and works ensuring compliance with contract conditions and current regulations to both domestic and commercial premises. Ensuring excellent services are delivered to our residents, delivering consistent high performance against targets, exceeding expectations whilst meeting all legislative and statutory requirements.
8.	Take an active role in conjunction with responsive repairs and voids team in ensuring the council's directly employed gas engineers are supported, trained and audited in line with regulations and gas safe registration responsibilities.
9.	To manage, maintain, review and lead on the assurance testing of compliancy works and independent auditing/auditors, specifically the gas. Leading in meetings, advising and addressing trends with positive outcomes for the council.
10.	Be responsible for effective supervision and contract management of external contractors involved in supporting the delivery of compliance services and functions.
11.	To post inspect, supervise and project manage compliancy works, ensuring they are carried out in accordance with regulations, and act as the designated person for inspecting, interrogation and signing off LGSR compliancy, keeping required records and documentation.
12.	Keep updated with industry and legislative changes, including regular updating training, on gas and other compliancy issues, acting as the gas specialist advisor including but not limited to the DLO and Housing Asset Management Team.
13.	Inspect a sample of invoices weekly, checking that goods/services are

	delivered in accordance with the order/instruction, and that none are missing, visit properties that these orders relate to, checking that the goods/services have been supplied, reporting and managing any discrepancies immediately. Keep accurate records that evidence these checks have been carried out. Ensure that an audit trail can be demonstrated which can be easily checked at inspection or audit.
14.	Ensure all health and safety issues, including CDM, have been properly addressed.
15.	Assist the Compliance Manager in the effective management and control of all expenditure within defined budgets allocated to the Compliance Service.
16.	Assist the Compliance Manager in the effective management, control and performance of all compliancy issues and contracts as required.
17.	Provide comprehensive written reports including but not limited to investigations, complaints, pre and post repairs inspections. Responding not limited to residents and leaseholder letters, complaints ensuring all issues are dealt with in-line with corporate policy ensuring internal systems updated as required. Diagnosis of defects and produce detailed specifications as required.
18.	Carry out surveys to identify compliance and other related works, updating assets as necessary, carry out feasibility studies, identifying remedies, costs and producing specifications for works.
19.	Produce as necessary performance information on post inspections, identifying trends and necessary corrective action.
20.	Be accountable for performance improvement, service development and driving compliance investment decisions to ensure our housing and services meet local demand and provide value for money.
21.	Embedding a performance management culture, ensuring KPIs are achieved, compliance is embedded, and a quality management programme is delivered.
22.	Take part in an out of hour's standby rota if required, attending to out of hours emergencies.

### Special Factors

The nature of the work may involve the jobholder carrying out work outside of normal working hours. Post holder must have a full driving licence and access to a car for which an essential user allowance will be paid.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

Date Prepared/Revised: 7<sup>th</sup> September 2017



<b>Division:</b>	<b>Landlord Services</b>
<b>Job Title:</b>	Compliance Inspection Surveyor (domestic & commercial gas installations, legionella and other works)
<b>Grade:</b>	<b>PO1</b>
<b>Post Number:</b>	

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
<b>Qualifications</b>			
HNC in Building Studies or equivalent qualification	✓		App/Doc
<b>Or</b>			
Demonstrable experience identified within the sections below	✓		App/Doc



<p>ACS gas accreditation: CCN1, CENWAT, CKR1, HTR1, MET1</p> <p>ACS gas accreditation: COCN1/CODNCO1/ICPN</p>	<p>✓</p>	<p>✓</p>	<p>App/Doc</p> <p>App/Doc</p>
<p><b>Experience</b></p> <p>Previous experience of managing property related health and safety compliance risks in a social housing environment</p> <p>Experience of contract and contractor management</p> <p>Previous experience of carrying out gas qualified and registered works to domestic premises</p> <p>Previous experience of carrying out gas qualified and registered works to commercial premises</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p>
<p><b>Skills/Knowledge</b></p> <p>Substantial knowledge and understanding of the current gas safety (Installation and use Regulations)</p> <p>Substantial knowledge in the delivery of a high quality servicing, repair and installation of gas appliances in domestic properties, in particular the difficulties associated with the annual servicing of gas appliances.</p> <p>Knowledge in the delivery of a high quality servicing and repair of commercial gas appliances and plant in sheltered schemes</p>	<p>✓</p> <p>✓</p>	<p>✓</p>	<p>App/Int</p> <p>App/Int</p> <p>App/Int</p>

Knowledge in the delivery of a Legionella prevention contract and works ensuring compliance with contract conditions and current regulations to both domestic and commercial premises.	✓		App/Int
Good knowledge of Health & Safety and relevant Statutory legislation	✓		App/Int
Ability to prioritise workload and multi task	✓		App/Int
Ability to problem solve effectively	✓		App/Int
Good working knowledge of IT systems including Word and Excel and ability to use and apply housing management systems and housing management asset data base	✓		App/Int
In depth knowledge of statutory requirements in relation to asbestos management	✓		App/Int
Able to demonstrate skills to improve services and performance for residents	✓		App/Int
Experience of successfully developing services to achieve and maintain excellent performance and quality in a customer focused service area.	✓		App/Int
Experience of preparing, monitoring and controlling costs within a value for money framework.	✓		App/Int
Must have a good understanding of experience of budgetary control	✓		App/Int
<b>Interpersonal Skills</b>			
Ability to work with minimum of supervision, making decisions, take the initiative and work under own direction	✓		Int
Effective communication skills, strong stakeholder management skills with the ability to initiate and develop relationships with internal and external stakeholders	✓		Int

Good written skills enabling production of clear and comprehensive specifications/work orders and instructions to contractors	✓		Test/Int
<b>Other requirements</b>			
Must be flexible and be prepared to work outside normal office hours on occasion according to the needs of the service	✓		App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

<b>Key:</b> <b>App = Application form</b> <b>Test = Test</b> <b>Int = Interview</b>	<b>Pre = Presentation</b> <b>Med = Medical questionnaire</b> <b>Doc = Documentary evidence (e.g. certificates)</b>
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<b>Date: 12<sup>th</sup> September 2018</b>
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<b>Division:</b>	<b>Landlord Services</b>
<b>Job Title:</b>	Compliance Manager
<b>Grade:</b>	PO1
<b>Post Number:</b>	Q072
<b>Base/Location:</b>	Limehurst Depot
<b>Responsible To:</b>	Repairs and Investment Manager
<b>Responsible For:</b>	Compliance Inspection Surveyor, Compliance Administration Team
<b>Key Relationships/ Liaison with:</b>	Contractors, utility companies, tenants, leaseholders, elected Members.

<b>Job Purpose</b>	
	<ul style="list-style-type: none"> <li>• To ensure that the Council complies with its legal and regulatory obligations in relation to compliance</li> <li>• Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</li> </ul>

<b>Main Duties and Responsibilities</b>	
<b>1</b>	Lead, manage and motivate a team, including surveyors, and administration staff, ensuring an effective, legally compliant M&E and compliance customer-orientated service is provided.
<b>2</b>	Ensure that there are effective systems in place for Mechanical and Electrical services, organising and co-ordinating programmes of work, including cyclical servicing and maintenance contracts for legionella prevention, testing and monitoring, stair lifts, fire alarms and emergency lighting.
<b>3</b>	Ensure there are effective arrangements in place to enable the Council to comply with its obligations under the Fire Regulatory Reform Order 2005 and subsequent regulations, ensuring that there is a programme of inspections to keep fire risk assessments updated, and that work arising is commissioned and monitored. Liaise with fire service and Building Control as required.
	Ensure that effective, prioritised action plans are put in place to deliver work identified in fire risk assessments and that monthly performance information

4	is produced.
5	Ensure that there are effective arrangements in place for annual gas servicing, solid fuel and chimneys, storage heaters, smoke alarm and CO2 detector servicing. Ensure that there are effective follow up and enforcement actions in place where access has not been achieved.
6	Ensure that arrangements are in place to enable the Council to comply with its legal obligations in relation to asbestos management, ensuring that a programme of asbestos surveys and an asbestos register are in place and kept up to date and that the required information is circulated to tenants and leaseholders, contractors and employees working in Council properties. Ensure that there are effective follow up and enforcement actions in place where access has not been achieved
7	Identify where asbestos needs to be removed, enclosed or otherwise dealt with and ensure that effective arrangements are in place to deliver this.
8	Manage contractors ensuring compliance with contract and value for money, ensuring that work is carried out according to the specifications, that post inspection is carried out, variations kept to a minimum and that the Council pays only for work completed satisfactorily.
9	Ensure that contracted out work complies with the council's procurement rules and EU requirements, tendering work as required in accordance with these regulations. This will include preparing specifications, tender documents, and tender evaluation and leading on tendering.
10	Maintain a data base of properties/communal areas that require electrical periodic electrical testing, producing an annual programme of works required.
11	Ensure there are appropriate arrangements in place for PAT testing, ensuring that a programme is in place and accurate records kept.
12	Ensure there is an effective approach to managing communal and other heating systems.
13	Provide general health and safety advice, leading on ensuring there are appropriate procedures and training in place for asbestos, manual handling, and working at heights.
14	Identify where statutory consultation with leaseholders is required, liaise with the Leasehold Officer to make sure that statutory timescales are met and that appropriate notices and consultation letters are sent.
15	Produce monthly performance reports on compliance, showing performance against targets and compliance with legal obligations.
16	Attend tenants and residents meetings to discuss compliance issues. Some of these may be outside normal working hours.
17	Take part in an out of hours on call rota if required.
18	Provide high level M&E advice on legal duties and best practice, problem solving M&E issues.

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Manage budgets effectively, ensuring maximum spend, providing reports setting out the budget position, expected profiled spend, and anticipated budget requirements to ensure compliance and maintain decent homes.

### Special Factors

- The nature of the work may involve the jobholder carrying out work outside normal working hours.  
Post holder must be able to drive and have access to a vehicle to undertake duties on site. Essential user car allowance.

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**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

Date Prepared/Revised: March 2018



<b>Division:</b>	<b>Landlord Services</b>
<b>Job Title:</b>	<b>Compliance Manager</b>
<b>Grade:</b>	<b>PO1</b>
<b>Post Number:</b>	<b>Q072</b>

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
<b>Qualifications</b>			
1 A level, or NVQ level 3 or equivalent	✓		App/Doc
NEBOSH or equivalent	✓		App/Doc
Evidence of continued professional development	✓		
Electrical and / or gas qualification		✓	App/Doc
<b>Or</b>			
Demonstrable experience identified within the section below.	✓		App/Int
<b>Experience</b>			
Previous experience of working on occupied dwellings within a local authority/social housing environment.	✓		App/Int
Previous in depth experience of compliance within a local authority.	✓		App/Int
Previous experience of effective management of projects, budgets, contracts and teams	✓		App/Int
Previous experience of tendering, producing specifications, commissioning work and	✓		App/Int

managing contractors up to an beyond handover			App/Int
Previous experience of problem solving M&E issues	✓		
<b>Skills/Knowledge</b>			
Detailed in depth knowledge of compliance related work	✓		App/Int
A good working knowledge of statutory obligations and regulations in relation to the areas managed	✓		App/Int
Good working knowledge of Fire Safety Reform Order	✓		App/Int
Good knowledge of Health & Safety and relevant Statutory legislation	✓		App/Int
Ability to prioritise workload and multi task	✓		App/Int
Demonstrable ability to problem solve	✓		App/Int
Good working knowledge of IT systems including Word and Excel and ability to use and apply housing management systems and housing management asset data base	✓		App/Int
Excellent letter writing and good report writing skills	✓		App/test
<b>Interpersonal Skills</b>			
Ability to work as part of a team	✓		App/Int
Ability to work with minimum of supervision	✓		App/Int
Effective communication skills	✓		App/Int
Good written skills enabling production of clear and comprehensive specifications and instructions to contractors	✓		App/test
<b>Other requirements</b>			
			App Int



An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App
Must have a current valid driving license and the ability to travel throughout the Borough using own transport	✓		App/Doc

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