

Job Description

JOB TITLE:	Neighbourhood Compliance Officer
GRADE:	Grade H
POST NUMBER:	
DIRECTORATE:	Housing & Regeneration
SERVICE:	Neighbourhoods
RESPONSIBLE TO :	Neighbourhood Team Leader
RESPONSIBLE FOR:	None
	This post requires a DBS check <i>[state level required]</i> • Basic check This post not politically restricted
JOB SUMMARY:	To be responsible for Neighbourhood compliance related activity within the housing management function, ensuring compliance with regulatory and statutory requirements, as well as ensuring that residents are engaged and are at the heart of everything we do.
ROLE REQUIREMENTS:	
1.	To engage with residents on building and fire safety housing management related areas, providing them with information, advice and support whilst taking appropriate tenancy/lease enforcement action where necessary to ensure safety of residents.
2.	Complete regular inspections of LBTH managed areas as directed to ensure safe housing management practices exist, resident behaviours do not cause safety concerns and environments remain safe. The inspections include routine visits to blocks, ad-hoc visits following incidents or concerns being raised and periodic inspections of secondary means of escape and other communal areas, working in partnership with appropriate officers/ sections.
3.	To work with and involve residents and partner agencies, assisting on the development and implementation of building

	and fire safety estate action plans that address the individual and local needs of the neighbourhood.
4.	To work with, support, provide advice and guidance to Tenant and Resident Associations or Tenant groups and other interested parties on building and fire safety housing management arrangements, attending and facilitating where appropriate.
5.	To work proactively with Asset Management in fulfilment of their duties on buildings falling under the scope of the Building Safety Act.
6.	To visit residents and enter their properties to provide them with building and fire safety housing management advice and to check for any vulnerabilities and support that may be required including housing management interventions and signposting for support.
7.	To assist where directed on Gas Forced entries in line with the Gas Forced Entry procedure, ensuring compliance targets set on this measure are met, in conjunction with ensuring the safety of residents.
8.	To assist where directed with any Neighbourhood compliance matters and projects requiring coordinated access to individual dwellings e.g. enforcement on non- access for Damp & Mould, Electrical inspections and other statutory compliance requirements and report on progress
9.	To assist where directed with the delivery of Fire Risk Assessment actions arising from a range of inspections, including but not limited to enforcement of gates and grilles, clearances on communal areas and London Fire Brigade notices and guidance actions, liaising with leaseholders where necessary, securing access and managing breaches of lease.
10.	To assist in delivering the LBTH Building and Fire Safety Resident Engagement Strategy, the Fire Safety Framework and the Tenant and Leaseholder Engagement Strategy, including provision of information residents can reasonably be expected to understand.
11.	Providing housing management building and fire safety support during and after incidents, where building changes need to be communicated to residents and where intensive visits and activities are required following discovery of concerns.
12.	Provide relevant housing management building and fire safety management information for Premises Information Boxes in line with expectations and responsibilities set out in the associated procedure.

13.	To assist as directed on wider Neighbourhood compliance issues such as Tenancy Health Checks, Safeguarding and Hoarding.
14.	To collate and maintain accurate data on LBTH's dedicated systems with regard to Housing Management, Building and Fire Safety actions to ensure data integrity, and prepare and present the data as and when required by the line manager and Head of Service.
15.	To provide good quality written responses to resident complaints and enquiries from elected Members, within agreed timescales relating to housing management building and fire safety compliance.
16.	Carry out other reasonable ad hoc duties to support the Directorate which are commensurate with the expectation of the post as directed by the line manager or the Head of Service.
CORPORATE RESPONSIBILITIES	
1.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
2.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
3.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
4.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
5.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
6.	
PEOPLE	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>
7.	LBTH is committed to safeguarding and promoting the welfare of vulnerable adults and children. Safe recruitment

	of staff is central to this commitment, and LBTH will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to vulnerable adults and children. All staff working with Vulnerable Adults and children should be aware of and share the commitment to safeguarding and promoting the welfare of vulnerable adults when applying for posts at Tower Hamlets Homes.
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OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		Essential (E) or	Method of Assessment
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		Desirable (D) (if applicable)	A= Application Form T= Test I= Interview
Knowledge	General knowledge of policies and procedures relating to Building & Fire Safety and Housing Management compliance in the social housing sector.	E	A/T/I
Qualifications & Experience	Up to date knowledge of legislation relevant to the Social Housing Sector, and housing management building and fire safety legislation	D	A/T/I
	Experience of working in customer focused environment.	E	A/T/I
	Ability to communicate effectively face to face and on the telephone.	E	A/T/I
	Ability to work flexibly, be self-motivated, prioritise and manage own workload to meet target deadlines.	E	A/T/I
	Ability to work with and deliver competing priorities	E	A/T/I
	Able to negotiate effective outcomes with Residents.	E	A/T/I
	Experience of using IT including Microsoft Office® products, particularly Word, Excel, Outlook. Experience of using Housing and CRM systems such as Northgate and Comino.	D	A/T
	Ability to prepare and present relevant data as and when required	E	A/T/I

	Experience of taking action against breach of tenancy	D	A/T/I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Co-operates with others, respects we must work together for the benefit of LBTH overall and to contribute to the work of others to create a positive working environment. Influencing and negotiating with colleagues to deliver better services.		A/I
We are OPEN and transparent	Open and transparent approach to compliance management by adhering to LBTH's policy and procedures.		A/I
We are WILLING to challenge, innovate and be accountable	Willing to use own initiative, to challenge and embrace change as driver for positive improvement.		A/I
We empower each other to be EXCELLENT and go the extra mile	To provide excellent customer service to our service users and partners across LBTH. To go the extra mile to achieve, team objectives and compliance targets set.		A/I
We RESPECT all communities, they are the heart of everything we do	Adhere to LBTH's diversity and equal opportunities statement.		A/I
Additional Requirements	(Examples provided below) To meet exceptional business needs a		

	willingness to work outside of contractual hours in the evenings and weekends with notice, to facilitate meetings, carry out visits etc, unless there is good reason where this is not possible. To comply with the requirement to carry out a DBS check on this role.		
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