

Lancaster City Council - Job Description & Person Specification

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|---|---------------------------------------|-------------------|-------|--------------------|-------------------------|
| Job Title: | Compliance Support Officer | Grade: | GGS6 | Job Code: | LCC577 |
| Service/Team: | Housing & Property Compliance & Asset | Role type: | Fixed | Reports to: | Compliance Co-Ordinator |
| Line Manages: *Title/s & LCC Code | N/A | | | | |

| Job Overview | |
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| <p>The Asset Management and Compliance team are key in ensuring resident safety and managing the risks related to all areas of property compliance. This includes the big 6: asbestos, fire, gas, electrical systems, water hygiene, and lifting equipment. This will also include other compliance areas, for example: fire detection, emergency lighting, PAT testing etc. Ensure each are effectively managed and meet all regulatory, good practice and legal obligations, ensuring the safety of our properties, tenants, colleagues and visitors.</p> | |
| Direct Responsibilities | |
| <ul style="list-style-type: none"> • Oversee the management of the property compliance workbooks (ensuring the data feeding into the workbooks is up to date, accurate and complete), and using the data for regular reporting (property compliance scorecards). This will include: <ol style="list-style-type: none"> a. Own and manage the process to obtain updates from colleagues for all areas of property compliance. b. Undertaking a quality control check of the above updates, ensuring the accuracy of the data and confirming that source data/certification has been filed appropriately and the workbooks are updated accordingly. c. Produce regular reports and feedback on anomalies, errors and inconsistencies, and reporting on action taken. • Own and manage the process to obtain updates from colleagues for all areas of property compliance. • Undertaking a quality control check of the above updates, ensuring the accuracy of the data and confirming that source data/certification has been filed appropriately and workbooks are updated accordingly. • Produce regular reports and feedback on anomalies, errors and inconsistencies, and reporting on action taken. • Produce accurate and timely reporting on all areas of compliance (property compliance scorecards) using the information from the compliance workbooks. Facilitate responses/narrative from the individual compliance delivery teams to feed into the scorecards. • Provide independent scrutiny of property compliance, ensuring the reporting narrative accurately reflects the true compliance position, and ensure all areas of non-compliance are clearly and accurately reported. • Ensure the appropriate escalation process is followed for all areas of non-compliance. • Work with the compliance team to update and improve processes, workflows etc, including data management. • Work with colleagues in IT to automate the property compliance scorecard process, undertaking sufficient validation checks to ensure that the data within the scorecards is accurate. Oversee the anomalies reporting function and ensure the appropriate action is clearly recorded. • Be a part of a project team that will be established to implement the long term system solution. | |

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- Assist in the training of relevant employees to ensure that data input into the system is accurate and complete.
- Work closely with Internal Audit, in terms of testing the compliance data and for reporting anomalies/errors and recommendations for improvements. Support the internal audit programme for compliance areas.
- Work closely with third party auditing service for all areas of property compliance, ensuring data/information is provided in a timely manner.
- Support the Compliance team and Property Services team, promoting a positive culture, regularly discussing compliance matters, and encouraging employee involvement and ownership.

Primary Measurable Objectives

- As the Compliance Administrator you will be responsible for the management of data and reporting on each area of property compliance. This role acts as a second-line of defence for the Council, ensuring it meets its legal and regulatory requirements.
- Provide assurance, through regular reporting, that work is being carried out in accordance with the Council's policies and procedures, by implementing a robust validation process of Council's core data (property asset list), and various compliance regimes.

Staff Management Responsibilities

- None

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| Person Specification | | | |
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| Knowledge & Educational Requirements | Essential Criteria | Desirable Criteria | Assessed by: App Form, Interview, Certificate, Test, Other... |
| Specialised Qualifications & Training | Good general standard of education | NVQ Level 2 or equivalent in Business Administration or equivalent experience Intermediate level Microsoft Office (Excel, Word) General property compliance awareness training | App Form, Interview, Certificate |
| Experience | To be experienced inputting large amounts data accurately in various Excel workbooks, core IT systems and asset management systems | To have extensive experience of data analytics and system interrogation | App Form, Interview |
| Job Related Skills, Knowledge & Abilities | Extensive experience of working with spreadsheets/databases and core IT systems | To have an aptitude and become proficient in the use various IT systems – including Outlook, Teams, Authority Financials, OHMS, Total Mobile and EDMS | App Form, Interview |
| Personal Attributes Including Interpersonal & Communication Skills | To confidently communicate with a range of internal/external customers, suppliers, contractors and colleagues – by telephone, e-mail or face to face. To be self-motivated, flexible and willing to undertake a range of differing functions To be a team player and prepared to cover for other colleagues in the event of absence through leave or sickness | Experience of reviewing processes with the ability to identify issues and solutions | App Form, Interview |

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| | Well organised and able to work under pressure to meet specific timescales for completion of tasks/duties | | |
| Special Requirements/Other | To be able to assist in resolving complex situations in a calm and professional manner | | App Form, Interview |

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

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| Employee Signature: | | Print name: | | Date: | |
| Manager Signature: | | Print name: | | Date: | |