



**South Yorkshire  
Housing Association**  
Delivering quality local living

## **JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Quality Assurance &amp; Compliance Officer - LiveWell</b>
<b>Salary grade</b>	4B/C - £27,653 - £29,628 pro rata
<b>Hours</b>	30 hours/week
<b>Department</b>	LiveWell
<b>Responsible to</b>	Agency Service Manager
<b>Cover for</b>	N/A

### **OVERALL AIM OF THE JOB**

To ensure that the contracts and service level agreements entered into with Agencies and Partnerships are adhered to and protect SYHA's assets. That the service level agreements are fit for purpose and the schemes are regularly visited to ensure contract compliance. This will include inspecting the overall condition of the property, that it is being used as intended, repairs are being reported and completed to a good standard, damages are being rectified or recharged, complete and sign off low risk fire risk assessments, ensuring that external support providers are meeting their obligations in relation to the management of the building, all required legislative and regulatory certification is up to date and compliant; Provide an appropriate and responsive service to all customers. To make recommendations to serve notice on the external agencies if they are not complying with their obligations in the service level agreements.

### **MAIN TASKS**

1. Visiting all properties under this portfolio on a rolling programme to ensure the quality of the property and identify any concerns in an action plan. Have a clear understanding of the diverse schemes and their contractual obligations with SYHA and assist the organisation in enforcing them.  
This will involve working with the Housing Worker, Quality Assurance Officer, Property Services, and SYHA's H&S Manager.

2. Undertake Health and Safety inspections in relation to Fire safety at each of the properties.
3. Completing and reviewing Fire Risk Assessment's within properties categorised as lower risk and putting together time scaled plans detailing remedial works.
4. Monitoring the progress of the fire safety works and where required undertake post completion inspections to ensure that remedial works have been carried out to a required standard.
5. Implement a system to monitor that Agencies/ support providers are reporting repairs in particular for hostel accommodation or larger properties. Ensure that any servicing requirements are monitored and records are up to date. To ensure the condition of the property is maintained and the budget is managed efficiently.
6. Identify any stock condition work that will be needed in the coming 12 months and liaise with the Property Services Officer accordingly.
7. Complete reports that analyse the data collected and identify outcomes/ solutions in order to continually improve.
8. Ensure that all relevant properties have Legionella risk assessments in place and that any recommendations are addressed including proportionate monitoring arrangements.
9. Working alongside Property Services Officers to sign off large improvement works, Aids and Adaptations work and handover/handback of properties.
10. Make decisions and recommendations on the condition of properties.
11. Ensuring that all properties have a completed fixed electrical installation certificate completed and reviewed in line with SYHA's Electrical Safety Policy and that external agencies have copies of these were relevant.
12. Update records according to SYHA policies and procedures.
13. Report any concerns or queries to the line manager.

#### **OTHER DUTIES**

1. Work within the policies of SYHA and participate in the development of policies and procedures.
2. Maintain a good working knowledge of health and safety and fire safety legislation, and where relevant best industry practice.
3. Participate in regular 1-1 sessions and appraisals with the line manager. Attend training and development activities, as identified and participate in team meetings as required.
4. Record and collate information on SYHA IT systems.

5. Promote SYHA's Values and Diversity Policy and practices in all aspects of service delivery.
6. Maintain a good working knowledge of new work procedures, health and safety procedures and fire precautions and operate the correct procedures and participate in policy development and improvement project initiatives, where appropriate.
7. To work flexibly when appropriate in order to maintain appropriate contact with customers, to ensure effective service delivery.
8. To undertake any other duties appropriate to the grade and purpose of the job as may be agreed by the post holder, management and trade union.



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## CONDITIONS OF SERVICE

<b>JOB TITLE</b>	<b>Quality Assurance and Compliance Officer</b>
<b>Salary grade</b>	4B/C - £27,653 - £29,628 pro rata
<b>Hours</b>	30 hours/week
<b>Leave</b>	27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday. The leave year runs from 1 April to 31 March.
<b>Pension</b>	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the HR Department.
<b>Unions</b>	SYHA recognises Unite and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service
<b>Car Allowance</b>	This post attracts essential car user (ECU) allowance. The post holder must have a full driving licence and access to a car during working hours.
<b>Car Parking</b>	Car parking will be provided.
<b>Job Share</b>	The post is open to job share.
<b>No smoking</b>	SYHA operates a no smoking policy within all our offices.



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## PERSON SPECIFICATION

**JOB TITLE**

**Quality Assurance and Compliance Officer**

<b>Criteria</b>	<b>Essential</b>
<b>Impact on others</b>	<p><b>1</b> Ability to communicate well with a wide range of people both verbally and in writing.</p> <p><b>2</b> Ability to work as a member of a team and promote cross-team working in order to achieve performance.</p> <p><b>3</b> Ability to persuade and negotiate effectively with internal and external staff and tenacity to see things through.</p>
<b>Motivation</b>	<p><b>4</b> Ability to prioritise own workload, work as part of a larger team, meet deadlines and be willing to work effectively with minimum of supervision.</p> <p><b>5</b> Ability to respond positively, and to adapt to, new and changing methods of working.</p>
<b>Values</b>	<p><b>6</b> A commitment to provide good quality housing and services that meet all customer needs.</p> <p><b>7</b> Commitment to promoting the values of SYHA.</p>
<b>Professional know-how and qualifications</b>	<p><b>8</b> Ability to negotiate at all levels.</p> <p><b>9</b> Be fully conversant with current Health and Safety and fire safety regulations and holding a relevant qualification (such as a NEBOSH Certificate or equivalent) would be an advantage.</p> <p><b>10</b> Ability to carry out Health and Safety inspections in relation to fire.</p> <p><b>11</b> Be prepared to maintain and develop their competence.</p>
<b>Problem Solving</b>	<p><b>12</b> Ability to make informed decisions quickly in order to resolve problems and being able to evaluate options and recommend solutions.</p> <p><b>13</b> Experience of solving problems and providing advice and guidance to managers is an advantage.</p>

	<p><b>14</b> Some experience of monitoring and reviewing arrangements and overseeing implementations of action plans for improvements is an advantage.</p>
<p><b>Work-related circumstances</b></p>	<p><b>15</b> Ability to use IT software such as Microsoft Word and Excel.</p> <p><b>16</b> Ability to assess and keep up to date with future maintenance regularity and statutory requirements and apply to working practices.</p>