

**JOB PROFILE: Communities and Compliance Manager**

**RESPONSIBLE TO:** Head of Estates and Communities

**RESPONSIBLE FOR:** Senior Community Housing Officers and a Senior Community Enforcement Officer

**PURPOSE:** To manage a team of Community Housing Officers, (including Gypsy and Traveller’s site) to ensure a high standard of service for Teign Housing’s customers.

To work closely with other managers across Teign Housing and Templer HomeBuild to ensure all tenancies are compliant in relation to Fire Risks, gas and electrical tests, stair lifts, asbestos, air source heat pumps and legionella.

Through effective coaching, mentoring, and training ensure frontline housing services staff provide an effective response to; tenancy breaches, domestic abuse, safeguarding issues and a joined-up response to community safety matters.

To identify and address skills gaps in relation to the afore mentioned matters.

Have oversight of a caseload that features on the Housing Service’s risk register.

To be Teign’s lead on ASB and Tenancy Management and ensure colleagues across the Directorate are trained, coached and mentored accordingly.

To represent Teign at Court in relation to tenancy related matters including ASB and neighbour disputes

To lead on and represent the Company at multi agency meetings such as ASB & Vulnerability Forum, MARAC, MAPPA, Community Safety Forums.

To be instrumental in effective partnership work relating to both community safety and community development alike.

To ensure the safety of all staff and tenants in line with Teign’s Health and Safety policies and procedures.

To ensure that all tenants have a PEEP (personal evacuation plan) where it is appropriate.

To work within and champion the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**Key Achievement Areas**

1. To lead, manage and coach a diverse team of staff to ensure the effective provision of the housing management service.
2. To develop, manage and monitor the housing management service to include ASB and Enforcement, Gypsy and Traveller and Head Start Service.
3. To assist in reviewing services as required, working towards continuous improvement and exploring innovative approaches to service delivery, eg, Lean.
4. To keep up-to-date with best practice, legislation and regulation for the effective provision of housing services and disseminate this information to directly managed staff, the wider organisation and stakeholders as appropriate
5. To take responsibility for developing departmental and organisational policies and procedures and present to the Executive Team when appropriate. To work with specialist agencies and partners to develop/tailor initiatives to help mitigate the risks and prevent community safety/safeguarding issues as stated above.
6. To oversee complaints/service failures relating to the range of tenancy related matters and update and manage the Housing Service’s risk register accordingly.
7. To develop policies & procedures relating to tenancy matters and lead on the design/build of the associated modules in Teign Housing’s computerised management system.
8. Directly manage high-profile cases that require a legal intervention and liaise directly with Teign’s legal representative., attend court, support witnesses, and give evidence on behalf of Teign Housing.
9. To prepare management and performance reports (using data from Teign’s computerised management system.
10. To monitor/review performance and undertake routine quality checks on all recorded cases relating to community safety thus identifying and service standards/KPIs and identify service improvements for which they will be responsible for implementing.
11. To ensure safeguarding issues are addressed as part of a multi-agency approach, work together to remove residents from immediate risk and formulate a long-term action plan to provide a permanent solution for all residents affected.
12. To be the administrator for noise nuisance cases received via the Noise App and ensure all complaints are acknowledged and allocated to the responsible investigating advisors
13. To undertake a ‘lessons learned’ exercise from regular data analysis exercises then producing reports and disseminating the learning to all frontline staff.
14. Develop local community development initiatives/activities to help colleagues/customers achieve safer and more thriving neighbourhoods
15. Initiate, facilitate and represent Teign Housing at meetings in a professional confident manner. Providing professional and mature leadership qualities in effecting solutions and best practice.
16. Provide advice and accurately signpost tenants and staff to facilities, services and resources which may improve their quality of life.
17. Ensure that electronic records and software databases are always updated and accurate. Adhering to Data Protection, confidentiality requirements incorporating regular training.
18. Actively demonstrating use of soft digital skills and social media platforms.
19. Be an exemplar at delivering excellent customer service, being a role model and living Teign’s values.
20. To identify, develop and implement training and awareness sessions to staff on legislative or procedural changes.
21. To champion and promote the importance of health and safety to staff and customers
22. To ensure that all staff are recruited, trained, managed, motivated and developed in accordance with Teign Housing’s values and organisation-wide policies and procedures.
23. Deliver a range of community development initiatives linked to Teign Housing’s Four Domains – measure the impact of each using the most relevant evaluation frameworks
24. Be the ‘expert adviser’ on Anti-Social Behaviour, thus developing the skills, confidence and competence of the Community Housing Officers in managing cases effectively – bringing them to a speedy yet effective conclusion.
25. To ensure the effective operation of all 'out of hours' and emergency procedures including being available to respond to and act upon ‘out of hours’ calls as appropriate.
26. To plan, monitor and control expenditure in accordance with the budget, procedures, levels of delegated authority and financial control/audit requirements, taking appropriate action when variances occur.
27. To ensure that the Social Housing Regulator and Housing Ombudsman’s standards and expectations are met and that staff understand the Tenant Satisfaction Measures and regulatory requirements.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. It is the responsibility of managers to ensure their team is working safely and to have appropriate risk assessments in place.
3. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
4. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| No job profile can cover every issue, which may arise within the post at various times, and the jobholder is expected to carry out other duties requested by the line management from time to time. |

Signed:……………………………………………………………………………………….

Date: …………………………………………………………………………………………