



Job description

Compliance surveyor

A Basic details

Location: Bryer Ash
Reporting to: Compliance Manager
Team: Compliance and programmes - Fire
Responsible for: N/A

B Job summary

The purpose of this role is to work on behalf of Selwood Housing group, to ensure our properties are maintained to the highest standard to carry out all contract administration and contract management duties pre and post contract, providing advice on programme, quality, design, costs, including preparation of tender documents in line with CDM regulations to ensure all major programmes and projects across the Group are delivered to required standards and best value.

Compliance surveyors lead in the delivery of defined projects and management of servicing, assessment and maintenance pertaining to statutory technical compliance relating to **fire safety, gas safety, electrical safety, asbestos management, lift & lifting equipment safety and water management** to ensure the health and safety of residents, staff and external contractors. This will require technical advice to be delivered to internal and external colleagues/contractors across the association to help support a robust compliance management culture within the business.

This job description is specific to cover the role of the **Compliance surveyor** within the Compliance Team (Property Services). We have 3 levels of surveyor and surveyors must demonstrate that they can meet the competencies within the person specification appropriate to their level. Opportunities for training and experience will be provided to surveyors wishing to progress between the different levels. Any necessary training identified in order to progress or work within a specific service area will be supported.

C Specific tasks and responsibilities

- The **Compliance surveyor** will be the key point of contact across the business for fire safety queries as defined under the Regulatory Reform (Fire safety) Order (2005), and carry out the necessary steps so as to satisfy the requirements of the order and subsequent Fire Safety Act (2021), reporting to the directorate as a subject matter specialist.



- The Compliance Project surveyor will uphold the requirements to maintain the golden thread for both information and actions, this will be supported by the fire safety programmes and projects undertaken, ensuring that full and accurate information is held to identify, understand, manage and mitigate building safety risks in order to prevent or reduce the severity of the consequences of fire spread or structural collapse throughout the lifecycle of the building and will be reviewed and managed for the building lifecycle.
- The **Compliance surveyor** will offer recommendations and instructions for fire safety related matters, arranging and overseeing the programmes for Fire risk assessment, ensuring recommendations are addressed appropriately and to a high standard. The surveyor will also manage fire alarm servicing, emergency lighting servicing, AOV servicing, carry out annual fire risk reviews, maintain ongoing meetings with fire risk assessors, fire safety action groups (internal teams) and fire safety contractors, and carry out audits with the fire and rescue service. The Compliance project surveyor will ensure that full digital records are kept for all of the above elements.
- The **Compliance surveyor** will be required to plan, programme and organise sprinkler services and visual inspections of all buildings as required, ensuring any remedial actions are created and implemented in accordance with the sprinkler management plan, acting as the primary point of contact for contractors and tenants to arrange access and service visits.
- The **Compliance surveyor** will be required to plan, programme and organise asbestos management surveys of all applicable buildings, ensuring all ACM's are regularly inspected and controlled across the Property portfolio, and overseeing any remedial actions in accordance with the asbestos management plan.
- The **Compliance surveyor** will also review and provide asbestos reports to colleagues across the business to enable planned programmes of work, align future budget provision, and ensure that Selwood Housing complies with its duties under the Control of Asbestos Regulations 2012 (CAR) and other relevant legislation, acting as a Competent Person with regards to asbestos in Selwood's housing stock, and as "principal adviser" for any matter relating to asbestos compliance across the repairs and investment directorate.
- The **Compliance surveyor** will be responsible for managing the programme of testing and certification of fixed electrical wiring systems by arranging for EICRs to be carried out and any subsequent remedial works to be undertaken. This will require regular contract meetings with the specialist contractor
- The **Compliance surveyor** will arrange and manage the programme for gas safety checks and servicing and oversee the auditing programme for gas certification.



- The **Compliance surveyor** will be responsible for managing service & maintenance programmes of all water systems including water tanks, calorifiers, TMVs and water outlets, conducting Legionella Risk Assessments on a regular basis, in addition to bacterial sampling and attendant remedial works.
- The **Compliance surveyor** will be responsible for managing service & maintenance programmes of all hardwired and dispersed lifeline units, inductions, repairs and client data updates.
- The **Compliance surveyor** will also be responsible for managing service & maintenance programmes relating to lightning conductors, portable appliance testing, person-safe/fall arrest systems, passenger & through-floor lifts, stair lifts, automatic and non-automatic entrance doors and associated entry/fob-access systems, external staircase cleaning programmes, CCTV Equipment, data management and upgrades, ensuring site surveys, servicing and maintenance works are undertaken in compliance with all applicable guidance and health and safety regulations, and oversee any associated repairs and major works.
- The **Compliance surveyor** will also be responsible for undertaking RdSAP energy surveys as required in order to record the energy efficiency of properties.

D General duties and responsibilities

1. Customer Service

- Provide a service which is customer focused and tailored to the diverse needs of our customers
- Provide clear and honest communication with our customers and employ tact and diplomacy when explaining the services, we provide to manage expectations appropriately
- Provide a service which meets with our corporate and service specific key performance indicators
- Provide a supportive technical service to other teams within the Selwood Housing Group
- The **Compliance surveyor** will work with the appointed Compliance Supervisors and Compliance Foremen to provide work to the team and assist with any completion queries in relation to the fire risk assessment, water management and asbestos sign off systems.
- Develop and support healthy and productive relationships with contractors and other organisations we work with in the delivery of our services
- Communicate effectively and professionally with leasehold customers, adhering to the section 20 process where necessary



- Act as an ambassador for the Selwood housing group and ensure that high quality service is provided promoting the group to its tenants, clients and members of the public.

2. Contract Management

- The **Compliance surveyor** will manage contractors and consultants with a strong contractual and commercial approach, involving site management and post inspection of works, to ensure all management, remediation & maintenance works are delivered on time, within budget, and within KPI targets, and provide monthly management reports.
- Ensure preparation for contract work is effective and timely to facilitate the smooth running of planned programmes and projects. Manage major contract work/projects effectively to ensure contract compliance and quality standards, taking action where appropriate or necessary
- Manage contracts effectively, in line with the contract specific key performance indicators, producing reports as necessary, liaising with the contracts performance manager where appropriate.
- Undertake suitably regular progress meetings, recording all relevant notes/minutes/correspondence for a full audit trail
- Operate within the Selwood Housing Groups' procurement processes to prepare relevant documentation to produce tenders and quotations, complete evaluation of tenders and assessments of contractors' suitability.
- Ensure contractors work in line with our financial regulations and ensure all CDM requirements are fulfilled
- Use professional expertise, negotiation and communication skills to ensure that interested parties i.e. stakeholders and tenants are involved to facilitate the smooth running of the contracting process and the ongoing works.
- Advise on the need for any specialist consultants; seek competitive quotes for both projects and servicing work; manage the evaluation process including interviews and giving recommendations for appointment and manage the appointed professional teams as required. This is to be done in conjunction with the procurement team.
- Review all relevant technical information provided by the team and third parties for the proposed programs, identifying all risks and abnormal issues associated with the project together with relevant costs and any constraints that may impact on the opportunity in terms of costs and deliverability in line with the program constraints.
- Review and report on contractual and legal documentation, reports, design drawings and specifications including all external works and site wide elements.



- Assist in the preparation of budgets estimates and provide advice to the relevant teams at key design stages. Provide advice on good practices, construction processes and value engineering of any possible cost efficiencies when reviewing new programs.
- Operate within the Selwood Housing Groups procurement processes to prepare relevant tender documents to produce tenders and quotations, complete evaluations of tenders and assessments of contractors suitability and manage the tender processes as required. Carry out post tender reviews, interviews (where required), negotiations and Contractor selection. Prepare and or review contract documents in accordance with the Procurement teams' requirements.
- Develop and manage a detailed project schedule and work plan through to satisfactory conclusion.
- Carry out full post contract and cost management duties including, site meetings, visits, inspections and reporting, negotiation and agreement of variations, preparation of valuations, cost reporting, interim and final accounts, overseeing snagging, handover duties, and contract administration under the terms of the contract.
- Chair progress meetings with contractors and project stakeholders together with the preparation and issuing of project minutes. Managing information and resolving project related queries.
- Through monthly progress meetings identify all risks that could impact on delivery providing relevant advice on good practices, construction processes and value engineering of any possible cost efficiencies, together with any associated costs.
- Continually review the contract programme and carryout interim inspections to monitor progress, quality and compliance and identify and report on any associated risks. Prepare and issue monthly financial forecasting reports including a summary of any adjustments to the original contract value.
- Provide all relevant contract administration duties for the project from inception through to satisfactory conclusion of defects and project closedown.
- Deal and lead with contractual and legal matters for area of contractual breaches, ensuring that either contract improvement notice is put in place or implement termination of contract if required.
- Follow internal governance requirements and Policy & Procedures in relation to Selwood Housing Group requirements.



3. Health and Safety

- Ensure compliance with relevant legislation including but not limited to; health & safety, CDM regulations, gas regulations, British standards, control of asbestos regulation 2012 and construction regulations and any other specialist trade.
- Make suitable arrangements for managing a project, including making sure other duty holders are appointed as appropriate, ensuring sufficient time and resources are allocated to the project. Make sure the principle designer and principle contractor carry out their duties in line with the CDM regulations.
- Undertake site inspections on all projects and programs to identify any areas of non-compliance or legislation breach. Work closely with external organisations to develop and implement any improvement plans or monitoring processes as required.
- Review all work procedures to ensure they meet industry safety standards
- Continually review and ensure all contracts are up to date with health, safety and environmental regulations
- Ensuring safe installation of equipment and overseeing external contractors to ensure compliance with CDM and associated health and safety regulations and legislation

4. Administration and Financial Controls

- Keep accurate records for any works undertaken and produce reports as required
- Undertake regular financial monitoring against contract costs, working with the finance business partner as required. Propose solutions or remedial action if any unexpected deviation is identified from original costings.
- Undertake regular assessment of financial position of budgets within the remit by carrying out the financial monitoring above, and specifically through monthly accruals and forecasting as well as closely monitoring works in progress.
- Update asset management databases, housing systems and other recording systems



- Ensure all work produced complies with the Selwood Housing Group's policies and procedures & financial regulations, standing orders and HCA requirements.
- Support the administration team by ensuring all contract files are up to date and work closely with them to ensure that they have the information they need for the administration service to run smoothly.

5. Corporate

- Work to ensure that all activities assist in the delivery of the corporate and annual management plans and take into consideration budgetary constraints and targets.
- Keep up to date with technical & regulatory developments and contribute to the improvement & development of policies and procedures.
- Working with the complaint's procedure, deal professionally with complaints or concerns from tenants or other interested parties to seek acceptable resolutions within level of responsibility.
- Provide support & guidance for less experienced members of the team.

D Budgetary control

Work with the finance team to effectively plan and forecast the financial requirements for projects and servicing and planned maintenance contracts, closely monitor progress and spend against planned budgets to identify any variance and implement any changes as required to ensure the delivery of the project or contract on time, and within budget as far as reasonably practicable when dealing with safety and compliance matters.

E Flexibility

The post holder may be expected to work a variety of portfolios of work and may be allocated to any of the service portfolios within Selwood Housing for short periods or on a permanent basis.

No job description can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

F Health and safety

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the company health and safety policy.



G Equality & diversity

All employees must comply with the company equality and diversity policy, ensuring that at all times behaviour is fair and non-discriminatory.

H Person Specification

Please continue to scroll down to view the person specification. The programmes that the individual will be responsible for will determine the essential and desirable requirements for training and experience, this will be confirmed within the role advertisement.



Person specification

	Level 1	Level 2	Level 3
Qualifications	GCSE or 'O' Level standard (or equivalent) with grade C or above in English and Maths	Minimum of HND in construction or building surveying Or relevant experience	Degree in construction or building surveying Or Minimum of HND in construction or building surveying Or Extensive relevant experience
	Willingness to work towards membership of a relevant chartered body RICS/CIOB	Working towards membership of a relevant chartered body RICS/CIOB	Member of a relevant Chartered body i.e. MRICS/MCIOB
	Willingness to undertake training to broaden knowledge	Has some relevant training in relation to building management and a willingness to undertake further training	Has extensive training in relation to the relevant compliance area, including, but not limited to: <ul style="list-style-type: none"> • IFE certified Fire safety management and fire risk assessment course • NEBOSH Fire certificate • FDIS Diploma • BOHS proficiency Certificate in P402 – Surveying & Sampling Strategies for Asbestos in Buildings • BOHS proficiency Certificate in P405 – Management of Asbestos in Buildings • C&G Training



			<p>Certificate in Legionella Control – The Role of the Responsible Person</p> <ul style="list-style-type: none"> • C&G Certificate of Unit Credit in Utilities (5831) – Legionella Awareness • C&G Level 3 Certificate in Domestic Energy Assessment • C&G Level 3 Certificate in Energy Awareness
	Level 1	Level 2	Level 3
Knowledge & Experience	Knowledge of maintenance management and/or construction management.	Experience of maintenance management and/or construction management.	Work experience of maintenance, responsive preferably gained in social housing or the building industry
	Knowledge of compliance subject area and reasons for importance	Compliance Management within a Social Housing environment with some experience	Demonstrable and proven track record working in Compliance Management within a Social Housing environment
	Knowledge of managing contracts within budgetary constraints	Knowledge, understanding and some experience of how to manage contracts within budgetary constraints	Delivered on budgetary control and cost analysis for compliance workstreams effectively.
	Knowledge of project management	Involvement/experience of effective project management	Managed projects through to completion and on time and within budget including post inspection, defects and issue of payment



	Knowledge of computer systems in a maintenance environment	Used computerised systems within a maintenance environment	Understands and uses data from maintenance systems to analyse and plan workloads and future programmes
	Knowledge of contract supervision	Experience of contract supervision	Experience of supervising multiple compliance contracts for both planned maintenance and project work including appropriate allocation of works to subcontractor
			Managed and produced complex tender documents for contract work
	Knowledge of monitoring contractor performance & KPI's	Demonstrates understanding of the purpose of monitoring KPI's and has experience of contract monitoring	Has monitored contractor performance effectively & ensures KPI's are achieved taking remedial action if necessary
	Knowledge of building maintenance & standard forms of contract	Working knowledge of using maintenance & standard forms of contract	Significant proven working knowledge & experience of maintenance & standard forms of contract

	Knowledge & understanding of H&S regulations including CDM and building regulations	Can apply knowledge of H&S regulations including CDM to the working situation	Has significant H&S knowledge and skills and experience of applying these skills in a variety of working situations.
	Understands the importance of excellent customer service & some experience or understanding of working with the general public	Has delivered excellent customer service and has experience of working with the general public	Handled public meetings, can demonstrate an ability to work professionally in difficult circumstances. Focus is on continual improvement to provide excellent service
	Knowledge of design & implementation of policy & procedure	Has experience of, and has contributed, to design & implementation of policy & procedure	Designed/reviewed policy & procedure and successfully implemented the change



	Understands the importance of a pro-active approach to resolving issues and working collaboratively with colleagues and contractors	Has experience of the importance of a pro-active approach to resolving issues and working collaboratively with colleagues and contractors	Has experience of the importance of a pro-active approach to resolving issues and working collaboratively with colleagues and contractors in relation to compliance programmes
	Understanding of what motivates others	Experience of supervising others in a work situation	Managed others/ individuals or teams
	Level 1	Level 2	Level 3
Abilities/Skills	Understands how to prioritise own work in a methodical way to achieve results	Ability to plan ahead, organise, prioritise & manage own workload to achieve results	Ability to plan ahead, organise, prioritise & manage other workloads to achieve results
	Can work to set targets & makes decisions appropriate to the level of responsibility/competence	Can set targets & makes decisions appropriate to the level of responsibility/competence	Ability to set high quality standards, monitor performance against targets, use initiative & make sound decisions within level of responsibility/competence
	Can communicate effectively both verbally and in writing using plain English and produce written reports	Can communicate effectively both verbally and in writing using plain English and produce written reports	Capable of presenting to different audiences & can produce meaningful written reports.
	Numerate	Numerate	Numerate with analytical skills
	Self-motivated and supportive of others	Motivator, willing to support & train others	Identifies own development needs & coaches others in a supportive manner
		Ability to negotiate, influence and persuade	Skilled in negotiation ability to see the 'win win' can influence & persuade
	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.



Attitude	Willing to work on site and at times in confined spaces and at height	Willing to work on site and at times in confined spaces and at height	Willing to work on site and at times in confined spaces and at height
	Able and willing to attend evening meetings and work outside of normal office hours	Able and willing to attend evening meetings and work outside of normal office hours	Able and willing to attend evening meetings and work outside of normal office hours
	Committed to Social housing, equality and diversity	Committed to Social housing, equality and diversity	Committed to Social housing, equality and diversity
	Commitment to providing a high standard of customer service	Commitment to providing a high standard of customer service	Commitment to providing a high standard of customer service
	Self-motivated and committed to Selwood's values.	Self-motivated and committed to Selwood's values.	Self-motivated and committed to Selwood's values.
Other requirements	Basic DBS check	Basic DBS check	Basic DBS check
	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.