



Job Title: Compliance Officer

Grade: Y6

Reports To: Compliance Manager

Number of Reports: Nil

Key job element

The post of Compliance Officer is a generic technical role, however each officer will be designated a specific area of responsibility, based upon their competence, qualifications and experience. It is an expectation of the role that Compliance Officers will have a base knowledge across all fields of technical risk management and general health and safety

- Lead officer responsible for a designated area of technical risk, and health and safety management on behalf of YHN
- Responsible for planning, design, procurement, feasibility studies, management and financial control as required in the delivery of the service to the allocated area of work
- Monitoring all aspects of quality in the delivery of the delegated area of compliance management and ensure full compliance to relevant specifications
- Investigate complaints and any deficiency in service delivery and to take appropriate action including liaison with customers
- Overall management of contracts/improvement schemes from inception to final account
- To review standards of quality and to initiate development and innovation.
- To undertake targeted inspections of the work delivered by partners and contractors to ensure quality standards are being adhered to
- To ensure that partners and contractors are engaged to deliver the service requirements, comply with terms and conditions of contract, specifications and meet performance indicators, the satisfaction of customers, budget costs and timescale targets
- Provide technical support as required

Person specification

This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Qualification in a relevant technical discipline, with equivalent industry experience (five years plus)
- Membership of CIBSE, IET, IMechE or equivalent (or working towards full membership)
- Demonstrable commitment to Continuing Professional Development in relevant fields
- Extensive technical knowledge and experience in a specialist field of health and safety technical risk management, including gas, electrical and fire safety, passenger lifts, water hygiene, asbestos and construction (CDM, HASAWA, HHSRS)
- Extensive knowledge of standards and regulations applicable to the delegated areas of responsibility
- Experience of effectively monitoring and challenging performance to achieve specified targets
- Effective verbal and written communication skills, including the use of IT skills to produce board level reports and deliver presentations to a wide range of audience's. This includes the ability to interpret and explain complex data

- Ability to deliver services that uphold the requirements of the Equality Act, Safeguarding policy and Dignity at Work policy
- Competent user of range of technical and IT equipment and software required to carry out role

Desirable Criteria

- Educated to degree level in a relevant technical discipline
- Possesses and maintains a valid driving licence and is willing to drive as required by role

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **R**eady, Be **A**mazing, Be **R**evolutionary, Be **E**nergetic.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude