



Job Description

- A**
- JOB TITLE:** Data Compliance Officer – Building Services
- LOCATION:** Newlon House, London
- SALARY:** £38,902 per annum plus eligibility to participate in the Performance Related bonus
- REPORTING TO:** Building Compliance Manager

B

MAIN OBJECTIVES

As part of the Building Services team you will ensure that Newlon meets its statutory landlord compliance obligations in all areas including gas safety, water safety, asbestos, electrical safety, fire safety and lift/LOLER requirements. Administer the delivery of a high quality responsive service that ensures that all M&E services, systems and installations comply fully with all statutory and regulatory requirements and Accepted Codes of Practice. Ensuring M&E systems offer safe, reliable, high quality and consistent services to residents and other stakeholders.

You will support the Building Compliance Manager in the management, monitoring and delivery of a high quality and robust compliance and responsive service ensuring that through your work on dedicated compliance streams and oversight of the organisation's compliance systems, Newlon remains compliant in regards to its statutory obligations at all times. You will lead on the effective use of Newlon's compliance monitoring system to assist management in responding to the organisation's reporting requirements. Monitor and plan servicing programmes and plans of work relating to statutory health and safety compliance and ensure they are delivered on time and to the required standards ensuring that all necessary certification is in place at all times. Ensure that Newlon servicing data in respect of its compliance areas is kept up to date and as required. Delivering compliance work streams across Newlon group stock ensuring that services and installations provide value for money.

C SPECIFIC TASKS AND RESPONSIBILITIES

	Key Tasks and Responsibilities	Performance Standards
1.	<p>To be responsible for ensuring that all properties remain compliant for the relevant compliance work stream which could include:</p> <ul style="list-style-type: none"> • Gas safety • Water safety • Asbestos • Electrical safety • Fire safety • Lift/LOLER 	<ul style="list-style-type: none"> • All required databases both internal and external contractor portals to be checked on a frequent basis to ensure properties remain compliant. • Reports to be run and filed to ensure a record is being kept of compliance for all properties including reconciling all relevant databases which information is stored. • Required compliance KPI to be monitored in line with performance goals.
2.	<p>To be responsible for the processing of invoices for the Building Services Team applicable for the compliance streams and services allocated to this role</p>	<ul style="list-style-type: none"> • All invoices correctly and promptly processed. • To check that all works orders completed by contractors are correctly invoiced. • All administration and performance monitoring systems maintained promptly. • High degree of accuracy regarding the location and content of information.
3.	<p>To be specifically responsible for ordering works and authorising contractor payments relevant to the allocated compliance stream for the role</p>	<ul style="list-style-type: none"> • Supplier payments processed in line with agreed terms. • Minor works orders placed in line with financial standing orders and to correct target timescales. • Rejected and withheld invoices are correctly documented and followed up on a regular basis.
4.	<p>To be responsible for verification of works completed and their quality. Through regular contract management processes oversee, and or carry out a programme of post inspections (by phone or in person or via contract meetings) to confirm identified works have been completed in line with contractual agreements</p>	<ul style="list-style-type: none"> • Arranging consultant's visits or visiting Newlon properties to inspect works. Inspections and checks carried out diligently and results accurately recorded. • Residents/on-site staff contacted to confirm works completed and to an acceptable standard where required. • Higher value repairs and significant problems identified and reviewed during contract meetings. • Required % of works quality checked and post inspected.

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5.	Assist in budgetary control by monitoring and reporting expenditure to services suppliers. Liaise with suppliers over future and variation costs to update forecasts and maintain accurate reporting. Reconcile contractor invoice accounts on a regular basis	<ul style="list-style-type: none"> • Budget estimates for future work are provided to manager. • Service budgets are tracked and accurately reported to manager. • All accrued works orders regularly validated and invoices requested where necessary. • Assisting with the preparation of budgets for service charge purposes. • Produce budgetary and performance information for reporting purposes.
6.	To carry out administration on a variety of databases used by the Property Services department. Particularly taking the lead with responsibility for maintaining the compliance register and reporting compliance certification within True Compliance and any other relevant systems or portal	<ul style="list-style-type: none"> • All records maintained promptly. • High degree of accuracy regarding the location and content of information. • Information relating to residents, clients and other customers maintained confidentially. • Accurate register of all properties with safety certificates where required and action taken to resolve those where a certificate is overdue. • Regularly reconcile the compliance register with contractor records to ensure 100% accuracy and compliance.
7.	Work with the Building Services team to review/map out their existing business/compliance processes and identify areas where the True Compliance/IT systems could be used to streamline existing compliance and contract management processes	<ul style="list-style-type: none"> • To consider and document stakeholder perspectives using relevant techniques. • To carry out gap analysis in order to identify where improvements can be made across the existing Building Services team processes, people and technology. • To evaluate options within True Compliance for improving business systems by making evidence based recommendations and communicating these to relevant stakeholders. • To gather, analyse and record requirements from stakeholders. • To set out relevant business compliance requirements during development/design.
8.	Identify and understand the needs of the Building Services team when it comes to how existing compliance processes and systems are used within dedicated compliance stream by team members, and how they can be adapted within the True Compliance System to help users work more efficiently	<ul style="list-style-type: none"> • To ensure the compliance needs of the business are being met through continual review and development of the True Compliance IT system. • To act as a change advocate and communicate the benefits of change positively to both the Building Services management team.

	Key Tasks and Responsibilities	Performance Standards
9.	To understand the organisation's compliance requirements and support the Building Services management team with strategic analysis of existing processes. To assist with the review of compliance and analyse benefits realisation through system changes with the True Compliance system	<ul style="list-style-type: none"> • To understand the Trust's compliance strategy and support the Building Services Management team with strategic analysis of existing processes using appropriate analysis techniques gained through managing a compliance stream. • To identify better ways of working by investigating and analysing current business processes using relevant investigation techniques including facilitating workshops and training sessions. • Carry out system analysis and produce solution options within the True Compliance system. • Design, analyse and document processes To document current situation findings using relevant techniques and communicating the results effectively. • Produce guidance notes and training sessions where applicable when applying changes to compliance monitoring systems. • Act as the liaison between Building Compliance, Building Safety, Asset Management, IT, Governance, Managing Agents, Outward, Development and contractors with regards to compliance data.
10.	To manage the performance of Compliance and M&E contractors within Building services ensuring a consistent service is delivered to Newlon customers	<ul style="list-style-type: none"> • To monitor performance of contractors against contract specification and any failings are followed up effectively through contract performance meetings. • Develop strong working relationships with contract partners to ensure consistency in delivering excellent customer service in line with Newlon gold and Newlon's contract management procedures.
11.	To liaise with external contractors and consultants in relation to variation requests, queried invoices and un-completed works orders in relation to workstreams the officer is personally tasked with	<ul style="list-style-type: none"> • Trained and competent to deal with enquiries. • Prompt, appropriate action taken to resolve issues.
12.	To receive and deal with complaints, queries and requests from residents related to Service Contracts. Liaise with colleagues and residents to provide a customer service in line with Trust Newlon	<ul style="list-style-type: none"> • Records on complaints received are recorded and accurately maintained within dynamics. • Attempts are made to resolve complaints or queries directly, with guidance from line manager as required. • All complaints and queries are addressed in a timely way and all residents are dealt with according to the principles of Trust Newlon.

	Key Tasks and Responsibilities	Performance Standards
13.	To contribute to the effective running and development of the Repairs, Asset Management and Building Services teams. Where necessary to cover the work within any of the teams shown above	<ul style="list-style-type: none"> • Effective participation and contribution to meetings. • Provide assistance to the Manager as requested. • Provide assistance to the Customer Contact Centre as required. • Works effectively in a team participating, responding positively and putting extra effort into achieving team objectives.
14.	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to. • Trust Newlon values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers. • Trust Newlon behaviours of working together, solving problems, taking ownership and customer focus built into all activities. • Collaboration across teams actively promoted at all times.
15.	To ensure that exposure to risk with Health and Safety is minimised	<ul style="list-style-type: none"> • Ensure contractors are compliant with health and safety issues as they relate to legislation and Newlon's procedures, • Ensure contractors are aware of the risk of H&S in Newlon's properties and adhere to the Trust's management strategy, • Carry out all obligations relevant to your role under the internal procedure.
No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		