

Recruitment Pack



Compliance Officer (Property)



Permanent
36.25 hrs per week



£29,500- £32,470 per annum
(FTE based on 36.25 HPW)



Hybrid working – mixture of home and office working, with a base work base of Carlisle, Newcastle, Workington offices



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Our Organisation

Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles and Derwent and Solway Housing Associations. We have an annual turnover of over £36m, employ around 260 staff, and own and manage more than 7,000 homes in rural and urban communities across the North of England, with around 75% located in Cumbria.

Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,
Development Officer**

I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.



**Olivia Day, Lettings &
Neighbourhoods Officer**

The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.



**Chris Clarke, Property
Surveyor**

I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.

Staff Survey Results- May 2023

99%

I am committed to the success of CCHA

92%

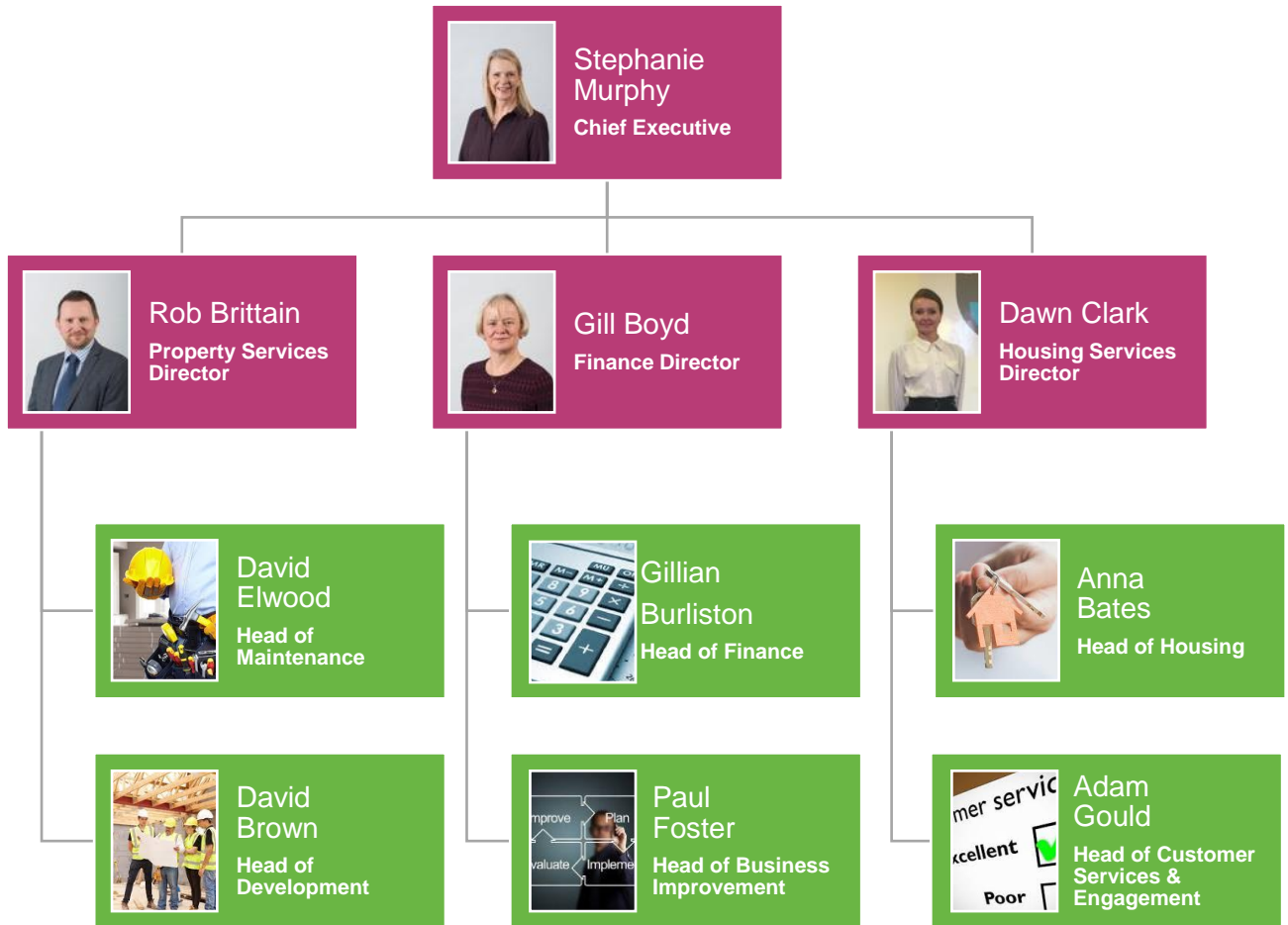
I feel proud to work for this organisation

91%

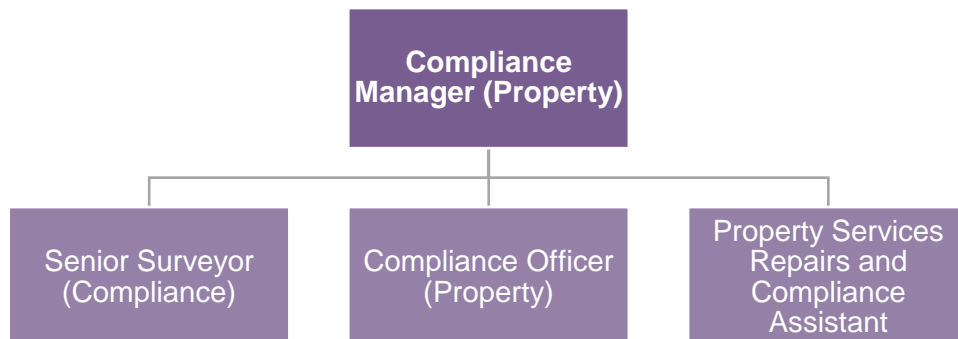
I think CCHA is a good place to work

Our Team

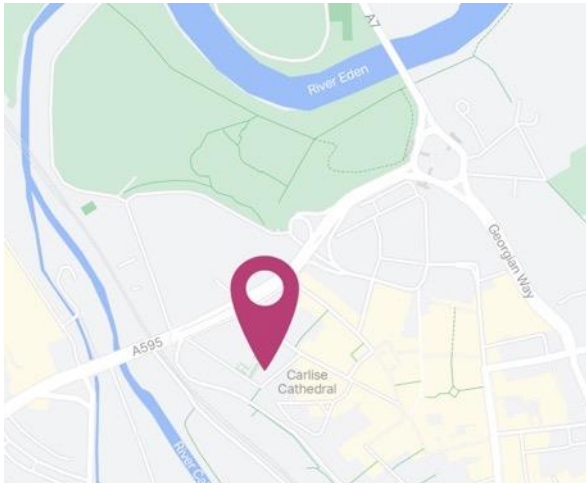
Organisational Overview



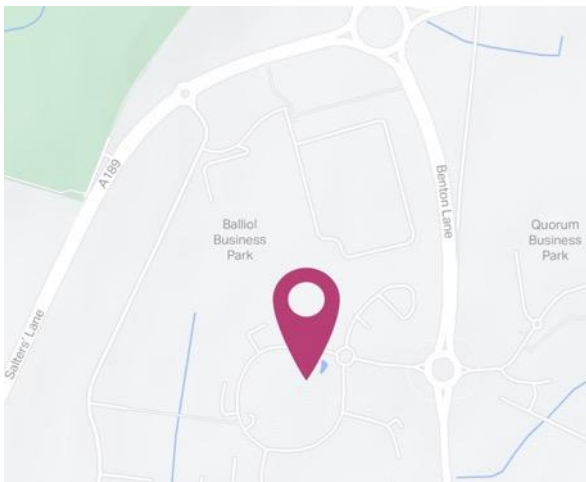
Compliance Team Overview



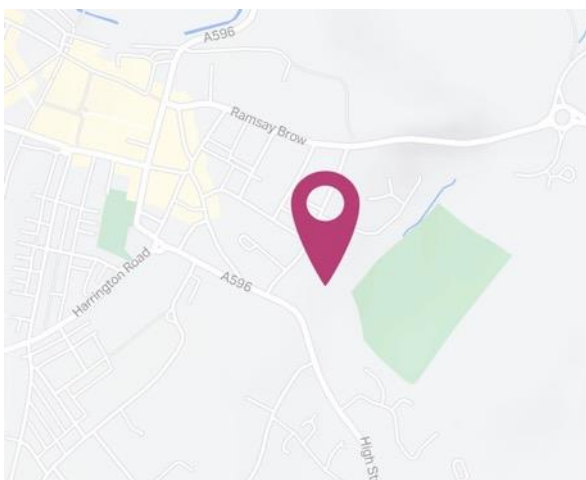
Office Locations



5 Paternoster Row, Carlisle
CA3 8TT



Arcadia House, Balliol Business Park,
Newcastle upon Tyne NE12 8EW



Stoneleigh, Park End Rd, Workington
CA14 4DN

This role can be
based in either
Carlisle, Newcastle or
Workington

Letter from James Allen, Compliance Manager

Compliance Officer (Property)

Dear Applicant

Thank you for your interest in the Compliance Officer (Property) role with Castles & Coasts Housing Association (CCHA). This post will be full time (36.25 hours) on a permanent contract at a salary of £29,500- £32,470 per annum and can be based in Carlisle, Newcastle or Workington.

This is an exciting time to become a member of our team as CCHA continues to grow and deliver the best possible services to our customers. We are looking for our Compliance Officer (Property) to take a proactive approach to this role to ensure that CCHA continues to maintain compliance with all property statutory and regulatory requirements. By implementing the delivery of statutory checks and maintaining accurate records the Compliance Officer (Property) will play a key role in this.

As a Compliance Officer (Property) in the Compliance Team you would be part of a professional and customer focused team with responsibilities to provide an excellent service ensuring the residents are safe and secure in their homes. With responsibility to manage a number of property compliance areas such as gas servicing or electrical testing regimes.

Please read through this recruitment pack to find out more about the role, its terms and conditions, and the recruitment timetable.

To apply for this role, you will need to complete our online application by clicking on the apply button on the vacancy listing on our website. The closing date for applications is **Sunday 27th August 2023**. Interviews will be held in Newcastle, Carlisle and via Microsoft TEAMS on **Monday 4th & Tuesday 5th September 2023**.

Applications are treated in the strictest confidence; for information on CCHA's Privacy Policy, please access the following webpage [CCHA Privacy Notice for employees, job applicants and Board Members](#).

If you have any questions about the role, please contact me for an informal conversation on 07827956644.

I look forward to reading your application.

Yours sincerely

James Allen
Compliance Manager

Telephone: 07827956644 Email: james.allen@castlesandcoasts.co.uk

Role Profile

Job Description

Job Title: Compliance Officer (Property)
Responsible to: Compliance Manager

Purpose of Job:

Ensure compliance with a range of statutory, regulatory and internal reporting requirements in relation to key risk areas for the Association's housing stock through effective management

Key Responsibilities:

- Ensure compliance with agreed KPIs in relation to the key risks areas of gas servicing, electrical safety, asbestos, water (legionella) and fire risk assessments and other agreed factors
- Plan, organise and implement the delivery of property compliance areas to ensure statutory checks are carried out as required
- Maintain accurate and appropriate records for all property compliance areas to ensure statutory checks are carried as required, ensuring all required records are updated.
- Communicate effectively with customers and contractors to ensure a high level of satisfaction with the service
- Work collaboratively with colleagues to ensure a safe, cost-effective, high-quality maintenance service
- Ensure that procedures to monitor compliance areas of work are carried out according to the Association's policies and systems meet audit requirements
- Monitor and report budgets allocated for compliance works
- Manage legal process in conjunction with colleagues to ensure statutory obligations are met
- Work with colleagues to ensure service charge cost information is provided to meet required timescales
- Lead on contractor performance meetings and KPI performance and act as primary front-line contact for specific compliance areas
- Highlight areas of non-compliance to Compliance Manager

Gas Servicing:

- Monitor the gas servicing contract, working in conjunction with appointed contractor to ensure that all appliances are serviced as required
- Lead on contractor performance meetings and KPI performance and act as primary front-line contact for gas servicing
- Take a proactive role in planning and facilitating servicing works
- Instruct solicitors and coordinate injunction proceedings as required
- Report as instructed to Property Services Director on all outstanding gas safety certificates and provide KPI reports
- Analyse repair trends to inform future investment works

Role Profile

Job Description

Electrical Testing

- Work with colleagues to maintain accurate records of electrical test certification to ensure periodic inspection and portable appliance testing targets are met
- Audit and review database to ensure relevant data is captured to inform programme of works, tender processes and prepare KPI reports

Asbestos

- Maintain asbestos data base, providing updates where action needs to be taken and notification of compulsory re-survey dates
- Highlight areas of non-compliance to Compliance Manager

Water Risk Assessments

- Maintain records on water risk assessments in conjunction with colleagues, co-ordinating access arrangements and consultation

Fire Risk Assessments

- Maintain records on fire risk assessments, categorising repair works, co-ordinating access arrangements and consultation
- Ensure remedial work records are maintained and the asset database is updated to capture accurate data

Generic:

- Work collaboratively with colleagues to meet the needs & priorities of the Property Services department
- Seek best value and facilitate continuous performance improvement within the department and the Association
- Promote and act in accordance with all the Association's policies and procedures including those relating to equality and diversity, customer care and health and safety
- Contribute positively to the marketing of the Association's values and objectives
- Comply with CCHA Financial Standing Orders and Code of Conduct
- Comply with the requirements of external regulators
- To carry out such other duties as may reasonably be required from time to time

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none">• Educated to A level standard or equivalent• Level 2 literacy and numeracy skills (Grade C GCSE) or equivalent	<ul style="list-style-type: none">• Degree level education
Experience, Knowledge, Understanding	<ul style="list-style-type: none">• Experience working for or with a social landlord or similar• Experience of regulatory frameworks• Experience of property related compliance areas: gas, fire, water, electrical, asbestos	
Technical & Professional Skills	<ul style="list-style-type: none">• Ability to work with large volumes of data• Ability to cross check data to other supporting evidence• Computer literate, with good knowledge of Microsoft Excel in particular and Office in general• Use of bespoke IT systems, databases, spreadsheets, and demonstrate the ability to extract and interrogate data	
Integrity	<ul style="list-style-type: none">• Accountable for own work and decisions• Works with openness and honesty• Demonstrates the Association's values and expected behaviours in their work	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Customer Focus	<ul style="list-style-type: none">• Shows customer focus in all activities• Demonstrates a 'can-do' attitude to providing services• Shows awareness of the commitment to value for money	
Team Working	<ul style="list-style-type: none">• Shows ownership for the team's priorities and actions• Works with colleagues to develop ideas and solutions• Shows consideration of wider organisational needs in their work	
Relationship Building	<ul style="list-style-type: none">• Shows respect and consideration for others• Builds positive relationships• Helps to resolve conflicts and achieve positive outcomes	
Communication	<ul style="list-style-type: none">• Writes clearly and concisely• Speaks clearly and confidently• Listens to and is open to the views of others	
Adaptability	<ul style="list-style-type: none">• Anticipates and adapts flexibly to changing circumstances• Generates innovative ideas and solutions• Shows resilience to see things through	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Performance	<ul style="list-style-type: none">• Maintains focus on key performance priorities• Committed to improving services• Reviews and reassesses own work and priorities	
Developing	<ul style="list-style-type: none">• Evaluates own performance• Self-aware and shows learning from feedback and experiences• Takes action to develop self	
Leadership	<ul style="list-style-type: none">• Inspires colleagues to achieve goals• Passionate about the aims of the organisation	
Other		<ul style="list-style-type: none">• Full driving licence and access to a car



Terms and Conditions

The remuneration for the Compliance Officer (Property) (permanent) role is:

£29,500- £32,470 per annum (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none">• 36.25 hours per week (full time)• Flexitime scheme in place
Pension	<ul style="list-style-type: none">• SHPS Defined Contribution Scheme• Employer contributions up to 8%• Life Assurance (4x annual salary)
Annual leave	<ul style="list-style-type: none">• 25 days per year plus bank holidays• Increasing up to 30 days with five years' service
Additional benefits	<ul style="list-style-type: none">• Hybrid Working Practices• Induction programme and ongoing personal development• Discretionary Corporate Performance Bonus Scheme• Staff Savings Scheme• Simply Health Plan (after 3 years' service)• Discounted gym membership (part of Simply Health)• Employee Assistance Programme (less than 3 years' service)• Long Service Awards• Staff Forum• Cycle to Work Scheme• Company Sick Pay Scheme• Family friendly policies with company pay schemes

Additional information about Castles & Coasts Housing Association is available on our website: www.castlesandcoasts.co.uk

Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Wednesday 26 th July 2023
Closing date for applications	Sunday 27 th August 2023
Shortlisting applications	Monday 28 th August
Interviews	Newcastle Monday 4 th September, Carlisle Tuesday 5 th September or via Microsoft TEAMS
Starting Date	By agreement with the successful candidate

Candidates must inform us as soon as they can if they are not available for interview on Monday 4th or Tuesday 5th September by emailing recruitment@castlesandcoasts.co.uk

How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CV's for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

If you need any more information about the position prior to applying, please contact James Allen, Property Compliance Manager on 07827956644, alternatively you can email james.allen@castlesandcoasts.co.uk.

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.

Application Process cont.

Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



Recruitment Advertisement

Compliance Officer (Property)

- **Hybrid working – mixture of home and office working, with a base work base of Carlisle, Newcastle, Workington offices**
- **36.25 hours per week**
- **Permanent**
- **£29,500- £32,470 (FTE based on 36.25 hours per week) + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a permanent, full time (36.25 hours per week) Compliance Officer (Property), based in Carlisle, Newcastle or Workington with a salary of £29,500 - £32,470 per annum.

If you are looking for an exciting new role, this is a great opportunity to join the Compliance Team at CCHA. As a Compliance Officer (Property) you will be part of a professional and customer focused team, with the responsibility for providing an efficient and effective service to our customers.

You will be an integral part of the Property Compliance Team ensuring regulatory compliance is maintained across all areas. Your responsibility will be to plan, organise and implement the delivery of statutory checks ensuring they are carried out as required. A key outcome of your role is to ensure an effective compliance service is provided to all stakeholders.

CCHA owns and manages more than 7,000 homes across the North of England in Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs. We are committed to providing excellent services to our customers.

If you like what you've read, and you would like the opportunity to join the CCHA Team, please complete our application process, telling us how you feel you can add value and dynamism to our team. If you choose to apply, and are successful, you will be rewarded on all levels - a great place to work and a great team of people to work with.

If you are looking to make a real difference to the service we provide to our residents, then please click the apply button on the vacancy listing on our website.

Closing date for applications: Sunday 27th August 2023

Interviews to be held: Monday 4th and Tuesday 5th September 2023



Castles & Coasts Housing Association

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

Call: 0800 085 1171

www.castlesandcoasts.co.uk

