

# Job Description



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| <b>Job Title:</b><br>Performance & Compliance officer | <b>Service Area:</b><br>Housing Property and Initiatives Commissioning |  |
| <b>Directorate:</b><br>Inclusive Economy and Housing  | <b>Post Number:</b><br>Fusion<br><br>34127<br>38163                    | <b>Evaluation Number:</b><br><br>JE 6413 |
| <b>Grade: PO3</b>                                     | <b>Date last updated:</b> May 2022                                     |  |

## **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

## **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

## **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

## **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

- To support the monitoring and management of a range of housing delivery providers related to the use or management of Council housing stock and services delivered using the Housing Revenue Account [HRA]. These include internal services, PFIs, TMOs and external contractors ensuring that their activities and services are effectively monitored and are in line with the Council's strategic objectives.

- To receive, make arrangements to pay and make deductions to the PFI and other contractor invoices as required
- To liaise with, monitor and client Housing Association, Registered Provider [HA & RP] and other services delivered using the Housing Revenue Account. To be a formal point of contact for the council with these bodies.
- To support the development and monitoring of r service level agreements and associated costs. To take the lead in reviewing performance and take timely and appropriate action where required to maintain agreed standards.
- To promote best practice and ensure compliance with regulatory requirements.

### **Job Summary**

1. The postholder reports to the Commissioning Manager
2. The postholder has no line management responsibility.
3. The postholder will need to develop and maintain constructive relationships with a variety of internal and external stakeholders
4. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

### **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder, and employees will be expected to carry out such other reasonable duties which may be required from time to time.

### **To undertake all responsibilities listed below:**

1. To work as part of a Housing Partnership team being first point of contact on behalf of the council with a range of internal and external housing service providers; and establish and maintain effective communication mechanisms between the Council and the these organisations/HRA service providers.
2. To manage and developing professional links with internal and external housing service providers working in the borough to enable them to contribute to the achievement of wider Council objectives. Ensure that the relationships with the housing managing agents are effective at an operational level.
3. To support partnership working arrangements with the internal and external housing service providers including supporting and servicing relevant liaison and review meetings and forums.
4. To support on developing and promoting a sound strategic framework of performance monitoring and improvement internal and external housing service providers in order to ensure corporate policy goals are met.
5. To identify areas for improvement and issues of concern and make recommendations of corrective actions required including enforcement regarding contracts with external housing service providers.

6. To carry out compliance site visits, inspections and audits and report upon the findings with recommendations for action
7. To maintain the integrity of datasets by sourcing and developing accurate data for the purposes of monitoring performance and calculating related bonus and penalty payments
8. To ensure regulatory requirements in regard to housing standards are met.
9. Working with finance staff, when necessary, monitor financial budgetary performance of internal and external housing service providers to eliminate waste, ensure value for money and validate provider or contractor claims for payment , making recommendations about the application of contract penalties.
10. To identify early warning signs of budgetary problems and alert involved parties, whilst implementing control measures as required
11. To ensure compliance to all aspects of EU and UK legislation regarding health and safety management by each organisation. Including monitoring to ensure that gas, electricity fire safety, lifts and water tank safety checks and fire risk assessments are undertaken within stipulated timescales. Likewise ensure Energy Performance Certificates are issued in line with legislation.
12. To coordinate the drafting, review and updating of Housing Services documentation, agreements, specifications, policies and procedures as they relate to the housing managing agents including the production of required annual documents in a timely manner.
13. To prepare reports for cabinet, council and other meetings as necessary and present such reports, provide advice and deal with questions attending all relevant meetings as required.
14. To work with a high-level of political sensitivity and discretion, representing and negotiating on behalf of the Council with internal and external housing service providers; and using own initiative to resolve conflicting interests and develop suitable proposals.
15. To facilitate requests for changes to services (variations to contracts or agreements), assessing the risks associated with the proposed changes and liability for the cost of the same. To maintain an accurate log of all variations that have been formally approved.
16. To develop and implement internal and external benchmarking/value-testing projects relating to internal and external housing service providers identifying best practice to deliver continuous improvement.
17. To lead in ensuring that the housing managing agents have an appropriate Service Continuity and Emergency Plans that dovetails with those of the Council and its other housing management providers
18. Ensure that Council consultation and communication protocols regarding engagement with Members, tenants and residents are complied with by the housing managing agents.
19. Respond to and progress applications for the establishment of new TMOs in line with guidance and liaise with the relevant government departments and other agencies as appropriate.
20. To maintain a good knowledge of emerging national and regional policy and legislative developments commenting on and analysing prospective and new legislation and regulation for Housing ensuring that the housing managing agents and the Council are fully aware of, and prepared for, relevant implications and the correct implementation.

21. To work as part of a team and provide cover and assistance for other team members when required.
22. To carry out any other duties that are in line with the purpose and the grade of the job.

### **Other Duties**

## Personal Specification

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| <b>Job Title:</b><br>Clienting and Monitoring Officer | <b>Service Area:</b><br>Housing Property and Initiatives Commissioning |                           |
| <b>Directorate:</b><br>Inclusive Economy and Housing  | <b>Post Number:</b><br><b>Fusion</b><br>34127<br>38163                 | <b>Evaluation Number:</b> |
| <b>Grade:</b> PO3                                     | <b>Date last updated:</b><br><br>May 2012                              |                           |

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

### EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

| CRITERIA- Essential   | METHOD OF ASSESSMENT   |
|---|--|
| <b>KNOWLEDGE:</b><br><br>An excellent understanding of housing policy, housing management and social housing delivery.<br><br>Good knowledge of housing partnership working and relationship management and current thinking on best partnering practice.<br><br>Detailed knowledge of service monitoring | <br>Application Form/Interview<br><br><br>Application Form/Interview<br><br><br>Application Form/Interview |

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| <p>processes.</p> <p>Good knowledge and experience of housing performance indicators and performance measurement systems including benchmarking/market testing.</p> <p>Understanding of procurement processes and contract management principles.</p> <p>A good understanding of the issues relating to tenants and leaseholders.</p> <p>Comprehensive knowledge of current issues, policies and developments at a local and national level relating to local the specific responsibilities of the post.</p> <p>Good level of knowledge of the regulation regime for Housing Associations and Registered Providers.</p> <p>Knowledge and understanding of PFI and TMO issues</p> <p>A good understanding of the roles and relationships between the Department for Levelling Up, Housing and Communities, GLA, Regulator of Social Housing, and the Council and its partners.</p> | <p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> |
| <p><b>EDUCATION/ QUALIFICATIONS</b></p> <p>Desirable to have a project management qualification</p>   | <p>Application Form</p>   |
| <p><b>SKILLS AND ABILITIES:</b></p> <p>The ability and proven track record to collate and analyse complex data and report findings.</p> <p>The ability to analyse working methods and prepare basic contract documentation, if required.</p> <p>The ability to perform contract monitoring</p> <p>Track record of establishing, reviewing and remodelling processes for monitoring performance</p>  | <p>Interview</p> <p>Interview/Test</p> <p>Interview/Test</p> <p>Application Form/Interview</p>                                |

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| A high standard of communication skills, demonstrated by the ability to draft and present reports for a wide range of people including Councillors, senior officers and the general public. | Application Form/Interview   |
| Ability to consult with residents and colleagues, and to liaise effectively with all levels within the organisation.  | Application Form/Interview   |
| The ability to work on your own initiative and to prioritise work and achieve targets.  | Interview                    |
| Advanced level of numerical and verbal skills sufficient to enable post holder to undertake duties of the post.   | Application Form/Interview   |
| Proven ability to proactively resolve conflicts rationally and to effectively obtain a satisfactory resolution/ outcome.  | Interview                    |
| The ability to work effectively within a core team and be a competent member of peripheral project teams.   |                              |
| The ability to work under pressure and deliver expected outcomes to tight deadlines, prioritising effectively.  | Interview                    |
| Proven ability to work and progress the project under own initiative.   | Interview                    |
| The ability to undertake research and access benchmarking data effectively and swiftly.   | Interview                    |
| Flexible in approaching competing demands with good organisational and Quality Assurance skills.  | Interview                    |
| Excellent influencing and negotiating skills in dealing with a wide range of people and situations; both verbally and in writing to complex contractual matters.                            | /Interview<br><br>/Interview |
| Uses various problem-solving tools and techniques to break down complex issues.   |                              |
|   | Application Form/Test        |
| <b>EXPERIENCE:</b>  |                              |
| Significant experience in a housing or related  | Application Form             |

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| <p>field.</p> <p>A track record of service improvement using an innovative and positive approach to partnership working</p> <p>Experience of delivering actions/projects in partnership with other agencies</p> <p>Experience of either working with housing agents or HA &amp; RPs in a client/partnering environment</p> <p>Experience of implementing performance monitoring systems, organising information, collecting and maintaining data (using IT), analysing data and report writing.</p> <p>Experience of translating political visions from members into managerial action and operational plans.</p> <p>Experience of operating in a busy, demanding, complex and political environment.</p> <p>Experience of writing and presenting complex reports, which includes financial analysis, for a wide variety of audiences</p> | <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Application Form</p> |
| <p><b>PERSONAL STYLE AND BEHAVIOURS</b></p> <p>Able to demonstrate tact and diplomacy when dealing with people at all levels.</p> <p>Can negotiate and handle work problems without alienating people and is able to get their cooperation in non-authority relationships</p> <p>Flexible, proactive and responsive approach to work.</p> <p>Displays resilience, skills and reliability under pressure.</p> <p>Propensity for thinking ahead, and ability to rise to the challenge of new or unexpected circumstances.</p> <p>Have a positive outlook and attitude, a proactive approach.</p>  | <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>   |
| <p><b>OTHER SPECIAL REQUIREMENTS</b></p>  |   |



Willingness to work outside the normal working day for public and Council meetings and to achieve deadlines.

Application Form