

**Manchester City Council
Role Profile**

**Head of Compliance and Building Safety, Grade SS1 (£68,094 - £73,532)
Housing Services**

Reports to: Strategic Lead Assets

Key Role Descriptors:

This role is a senior post within Manchester City Council and will provide strategic leadership for the authority's housing service.

The role holder will provide strategic leadership and lead the compliance and building safety service for the Manchester City Council managed, £1bn council housing portfolio.

The role holder will lead and facilitate the development of the council's compliance and building safety strategy and operational service working with elected members, senior stakeholders, residents and partners across the city.

Specific Role Accountabilities:

Strategic lead responsible for delivering the compliance and building safety service elements of the 'A Place Called Home Vision'.

Provide strategic leadership for the compliance and building safety team, to contribute to the achievement of strategic priorities to deliver high quality services that include.

- Lead accountability for the circa £10m annual compliance and building safety service.
- Lead accountability for developing the compliance and building safety service standard and delivery model.
- Lead accountability for ensuring the effective management of the compliance service, inclusive of gas servicing and repairs, water hygiene, electrical servicing and repairs, mechanical servicing and repairs, LOLERS, asbestos management, and fire safety.
- Lead accountability for ensuring the effective management of the building safety service.
- Lead accountability for ensuring the effective management of compliance and building safety related complaints and resident feedback.

Provide leadership for a multi-disciplinary team of construction professionals and support services to contribute to the achievement of strategic priorities in the delivery of a best in class and exemplar, compliance and building safety services.

Strategically lead the commissioning, development and delivery of a compliance and building safety services with a resident safety-first approach, based on the deliverables

in the A Place Called Home vision, resident feedback and data analytics including understanding the costs to the council.

Working in partnership with our contractors to drive service improvement based on resident safety through ensuring the organisation delivers on its commitment to the implementation of the Building Safety Act 2022, Fire Safety Act 2021 and any changes to Building Regulation.

Working in partnership with Housing Services Strategic Leads, Heads of Services and wider MCC political and senior leadership to develop, agree and implement a strategic approach to the implementation and adherence to new legislation, and ensure that meaningful customer engagement is fully embedded within processes, and providing residents with detailed and up to date information in relation to building safety.

Working collaboratively with Government, along with national, regional, and local stakeholders and residents to promote a culture of building safety, and colleague competence across the council.

Bringing together and strengthening the relationships between neighbourhood stakeholders, for the benefit of coordinated neighbourhood working e.g. Greater Manchester Police, Registered Social Landlords, Health partners, the Voluntary and Community sector and MCC Directorates.

Using negotiation and influencing skills to develop strategic relationships and partnerships including GMP, Health, GMFRA, Registered Providers across Manchester and Greater Manchester.

Key Role Accountabilities:

Lead officer in developing the Manchester City Council's HRA strategic compliance and building safety strategy and service, working in partnership with the political and senior executive, partners, contractors, and residents.

Lead Officer for the compliance service, inclusive of gas servicing and repairs, water hygiene, electrical servicing and repairs, mechanical servicing and repairs, LOLERS, asbestos management, and fire safety. To ensure that all statutory duties are managed in accordance with regulatory requirements and best practice to mitigate risks Manchester City Council and its residents.

To develop and deliver a programme of Building Safety compliance ensuring that Manchester City Council remains fully compliant with all statutory, regulatory, and best practice building safety requirements.

Lead Officer in the completion and submission of all relevant Regulatory Building Safety Returns the Regulator of Social Housing and ensure complete and accurate Property Digital Records are maintained for all relevant buildings.

To develop and maintain Building Safety Cases for all buildings in Scope of the Building Safety Regulator and be responsible for applying for Building Assessment Certificates.

To be responsible for the delivery of the Fire Safety Regulations 2022.

To provide assurance to our Executive and Board through comprehensive performance reporting that Manchester City Council remains fully compliant with all statutory, regulatory, and best practice building safety requirements.

Define and implement contract management processes, including the development of contractor KPI's, effective contract administration governance, and effective budgetary management that delivers value for money.

Develop and maintain robust procurement plans to support the effective management of an active contractor and materials supply chain.

Lead, develop and manage the compliance and building safety team, providing leadership, support and motivation and to act as a role model and leading by example to maximise their performance potential.

Collaborate with the Strategic Housing Building Safety Management Team to maintain the Building Safety risk register, to identify, log and mitigate risks.

Support the Strategic Lead for Assets to plan future spend requirements, formulate, and monitor budgets and deliver value for money for residents and the organisation.

Working in partnership with both internal and external partners to ensure service delivery strategies and plans take account of resident expectations, national legislation in a highly regulated field.

Taking responsibility for identifying emerging priorities or issues by interpreting intelligence and resident insight providing an agile approach as well as a methodical approach to service delivery

Ensure effective communication through high quality reports, informal briefings and presentations to City Council Committees, elected Members, MPs, Senior Management Team and MCC Housing Board as well as and organisations from the public, private and voluntary sectors.

Through matrix management arrangements, deliver key Council priorities and initiatives with staff resources deployed accordingly.

Ensure that City Council corporate requirements are consistently met, including for business planning, performance management and budget monitoring.

A champion for Manchester's *m people* ethos who embraces and promotes flexibility and change.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio

A Place Called Home vision/delivery strategy complements the ambitions of a new Housing Strategy for our City. Our vision aims to establish and deliver a resident led housing service that is high on quality and value for Council tenants. The service is committed to listening to residents, to understand what they need from our services and how those services need to be delivered. A Place Called Home is made up of three key priorities for improved service delivery:

- Resident led services, putting **you** at the heart of everything we do
- High quality housing services and **home** improvements for secure, warm, sustainable homes
- Welcoming, safe and vibrant **neighbourhoods**

A key driver for the service and this vision is we will get the basics right before anything else as this will then enable us to work with colleagues across Neighbourhoods and our Partners across the City to help residents capacity build and support them to thrive not just survive and to do this:

We will deliver services meeting resident expectations – truly listening at every opportunity.

We will use data and insight to tailor those services appropriately to meet resident needs.

We will learn from our mistakes and take a path of continual service improvement.

We will ensure homes are safe, affordable, and sustainable to live in.

It is imperative that to deliver on the vision that the service is fit for purpose and is future proofed and to do this each of the three vision priorities requires a compliance and building safety specialist who oversees the compliance and building safety function for our council homes.

This is a senior role within the Neighbourhood Directorate and Housing Services providing strategic leadership and continuous improvement across the service directly but in conjunction with colleagues and partners across MCC will further develop the strength of the offer and service being delivered into neighbourhoods.

This role profile lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in accordance with the needs of the service.

Behaviours, skills and technical requirements

Behavioural Competencies

Our Manchester Values

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Strategic Thinking:** A strategic thinker, with the ability to identify critical issues and formulate programmes of work that respond to these issues and to oversee their effective implementation.
- **Partnership and collaborative working:** Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of neighbourhoods. The ability to negotiate with and influence key stakeholders to deliver the vision of excellence for the city.
- **Planning and Organising:** Ability to turn strategic ideas and objectives into practical, well organised plans, identifying and organising resources, effectively monitoring performance against milestones and deadlines and taking account of changing circumstances.
- **Financial Management:** Strategic awareness of the financial structure of the Council and the implications of decisions on the delivery of value for money for tax payers.
- **People Management:** Ability to exert positive influence over the performance of others, promoting others' self-esteem, inspiring trust and fostering confidence in others' ability to achieve high standards, thereby enhancing a performance orientated culture which supports the delivery of high quality services to the community.
- **Communication Skills:** Speaks fluently and writes articulately, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.

Technical requirements (Role Specific)

- Track record of success in a management role within housing.
- Significant knowledge and understanding of public services delivered at a place level and the structural, legislative and policy context within which these services operate.

- An understanding of the national and regional policy context for local government.
- Proven experience of leading and delivering high-quality services gained in a multi-site, complex building safety environment.
- Proven track record of achieving and sustaining Building Safety compliance in the post Grenfell era.
- A comprehensive and proven record of application of the Regulatory Reform Fire Safety Order 2005.
- Excellent knowledge and understanding of current statutory, regulatory, and best practice building safety requirements.
- A full understanding of the Building Safety Regulators requirements for residential buildings in scope.
- Experience in producing Building Safety Cases and Building Safety Case reports and maintaining the Property Digital Record.
- An understanding of managing in-house direct labour organisations.
- The post holder will have a building safety related qualification or equivalent demonstratable experience within a compliance environment.
- Qualification or willingness to work towards Fire Safety related qualification e.g. C08 Fire Risk Management in Residential Properties.