

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **GROUP COMPLIANCE AND HEALTH AND SAFETY MANAGER**

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<b>Role:</b>	Group Compliance and Health and Safety Manager
<b>Responsible to:</b>	Head of Assets and CEO (for Group responsibilities)
<b>Responsible for:</b>	Compliance Team Officers
<b>Tenure:</b>	Permanent
<b>Salary:</b>	£49,809 per annum
<b>Hours:</b>	35 hrs / week

#### **Who is Cynon Taf Community Housing Group**

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

We currently provide 2000 homes for rent, including 4 housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

A recent addition to the Group is Down to Zero, a subsidiary focusing on mitigating climate impact, tracking the Group's carbon footprint and offering training, volunteering and direct benefits back to our Contract Holders and wider community.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

#### **Main Purpose of the Role**

The Group Compliance and Health and Safety Manager is responsible for providing a high-quality compliance service to customers through proactive and effective management of a team of technical colleagues within their service area. The role is responsible for ensuring that tenants live in safe and secure homes, and that the services that they receive are compliant with health and safety legislation, policy and best practice.

In addition, the role is responsible for leading and co-ordinating the Group Health and Safety function which includes both landlord and employer legal duties. Therefore, activities undertaken within this role will sit directly underneath, and report to the CEO.

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **GROUP COMPLIANCE AND HEALTH AND SAFETY MANAGER**

---

This includes being responsible for developing and supporting a team of motivated and high performing individuals who can meet and exceed service outcomes across a range of customer facing areas. Analysing performance data, with a focus on solutions is a key part of this role. Strong performance management and a clear understanding of both our organisational culture and customer service standard and ethos are pivotal to the success of both the team but the organisation's aims and objectives.

The Group Compliance and Health and Safety Manager will work alongside the other Group Managers and senior leaders to create an environment where continuous improvement through a positive culture is embraced and the service delivers excellent outcomes for tenants and colleagues.

#### **Key Measures of Performance**

- Strong strategic and operational leadership of the Compliance team, including driving continuous improvement culture, and enabling colleagues to confidently and competently undertake the full range of property management and compliance/Health and Safety related activities
- Creating, reviewing and reporting on a suite of KPIs related to both landlord compliance and wider organisational health and safety requirements so that SMT and Group Board can assess performance, risk, and resources required for safe delivery of health and safety compliance across the Group
- Strong budget management across all areas of compliance and health and safety activity, including oversight of management accounts, work planning and forecasting
- Driving regular and effective internal and external communications to staff and tenants on key health and safety related information and holding regular opportunities to have face to face communication and discussion on key risks such as gas and fire safety, employee safety, and contractor management
- Improving the performance of our sub contractors across the full range of compliance and construction related activities in relation to compliance and safety at work/CDM legislation
- Chairing Group Health and Safety meetings
- Supporting the Head of Assets to tender effectively for landlord health and safety, and other health and safety related services
- Working in partnership with managers across the group to effectively manage risk within their service areas, and corporately by maintaining the strategic risk register, identifying new and emerging risks and embedding mitigating actions within team activities
- Being responsible for, and improving corporate Health and Strategies, plans and practice within the organisation, including the delegation of activities across the departments and driving a culture of accountability and responsibility throughout the Group around health and safety activity
- Production of full health and safety information, with strong narrative that enables the Head of Assets, Director of Housing and Communities and Chief Executive to understand

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **GROUP COMPLIANCE AND HEALTH AND SAFETY MANAGER**

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performance across health and safety activities, where we are doing well, what areas we need to improve and how risk is managed

- Liaising with and supporting reporting processes with external agencies on health and safety related matters, including the HSE in cases of a breach of legislation or policy
- Leading training and learning in health and safety related topics to officers and managers, including the procurement of external consultants so that the Group has the most up to date information and understands new policy and legislative requirements

#### **Key Capabilities**

- Excellent leadership skills
- Customer service expertise and focus
- Confident performance manager
- Always curious
- Excellent collaborator and communicator
- Strong analytical and report writing skills
- Strong budget management skills
- Time management, project management and change management acumen
- Solutions focussed mindset
- Team player
- Independent thinker
- Strategic understanding

#### **Technical Abilities**

- Relevant professional qualification in landlord compliance areas, such as BTEC OND/HND; BSc in a building related subject or equivalent through relevant training/experience.
- NEBOSH or equivalent Health and safety qualification
- strong track record in delivering Health and Safety/landlord compliance programmes with capital and revenue budget control
- Knowledge and understanding of the legal responsibilities and rights of landlords and tenants and the duties of statutory and other agencies under health and safety and tenancy law
- Understanding of what excellent customer service and tenant communication should look like in relation to maintenance services, including formal consultations relating to service chargeable activity
- Strong staff management skills with experience of managing staff, including setting standards and monitoring performance
- Confident when planning and managing budgets and resources
- Ability to present complex information and construct written reports in a logical and concise manner

**JOB DESCRIPTION AND PERSON SPECIFICATION**  
**GROUP COMPLIANCE AND HEALTH AND SAFETY MANAGER**

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- Confident at building effective relationships with a wide range of individuals and organisations
- Ability to develop, operate, monitor, and maintain systems including IT for effective management information
- Possess a valid full driving licence for a car and have the use of a car each working day

**Desirable:**

It would also be beneficial for the post holder to;

- Have a professional qualification in the field of housing or equivalent
- Have experience at leading a multi-disciplinary team, possessing strong project management skills
- Have experience of budget and resource planning and management
- Ability to lead large teams through change whilst driving excellent performance
- Have an understanding of business processes and the role the Boards play in the decision making process

Have the ability to speak and write Welsh

## **Annex 1**

**OUR VISION** We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well. **OUR PURPOSE** We're here to provide great homes and support for the people who make up our communities. **OUR COMMITMENT TO EQUALITY AND DIVERSITY** - Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

**PASSION** – We care passionately about what we do

**RESPECT** – We treat everyone with respect

**RESPONSIBILITY** – We take responsibility for our actions

**INTEGRITY** – We carry out our roles with honesty and sincerity

**EXCELLENCE** – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact