**SOUTH DERBYSHIRE DISTRICT COUNCIL – PERSON SPECIFICATION**

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| **Directorate:** Place and Prosperity | **Service:** Housing | **Job Title:** Compliance Manager |

**Qualifications, Professional Membership, Technical Skills**

| **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
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| Educated to or working towards degree level or equivalent, preferably in housing or a building/construction related discipline. Level 4 or above. |  | Application Form |
| Member of or working towards, the Chartered Institute of Housing (CIH) or membership of other relevant appropriate body. |  | Application Form |
| Experience of Fire, Legionella, Electrical, Gas, Asbestos and Lifts legislation within the Housing sector with relevant training and qualifications. |  | Application Form |
| NEBOSH Certificate in Fire or equivalent. |  | Application Form. |
| Experience of working in management role in housing and of managing multi-disciplinary teams delivering a range of services to tenants and the community. |  | Application Form  Interview |
| Detailed level of technical building knowledge, contract management, contract procedures and construction legislation and regulations. |  | Application Form  Interview |
| Experience of creating, implementing and supervising property safety contracts and programmes of work. |  | Application form  Interview |
| Understand current issues within the Housing sector and knowledge of the Regulator of Social Housing – Consumer Standards. |  | Application Form  Interview |
| Proven track record of managing budgets, projects and delivering on and improving levels of performance in the delivery of services. |  | Application Form  Interview |

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| **Competency** | **Level** | **Essential** | **Desirable** | **How Assessed** |
| Achieving Results | 3 | Contributes positively towards service improvement.  Identifies and addresses the causes of underperformance.  Makes changes in systems or processes to improve performance of self and/or team.  Uses feedback and review to improve personal and team performance |  | Application Form  Interview |
| Communication | 3 | Effectively manages group discussions and situations, communicating in a way that is understandable and meaningful to all.  Understands underlying requirements, adapting style of communication to meet the needs of the audience.  Communicates to an appropriate level of detail and precision for their audience. |  | Application Form  Interview |
| Creative Thinking | 2 | Sees patterns, trends and missing pieces  Questions conventional ways of doing things.  Uses new information to offer realistic alternatives.  Actively contributes ideas and creative thinking |  | Application Form  Interview |
| Customer Focus | 3 | Proposes innovative and creative solutions to customer needs.  Drives standards for excellent customer service.  Demonstrates empathy and proactively anticipates the needs of the customer.  Uses knowledge and experience to exceed customer expectations. |  | Application Form  Interview |
| Decision Making and Problem Solving | 3 | Analyses each stage of the process and breaks down problems into smaller parts.  Asks questions to gather information.  Organises information logically and systematically to make decisions and determine priorities.  Explains things in a clear step by step approach. |  |  |
| Making Change Work | 3 | Understands and explains the reason for change.  Recognises that others may have concerns and works with them to overcome these.  Creates a willingness to achieve outcomes.  Proactively supports new ideas and initiatives. |  | Application Form  Interview |
| Managing Resources, Projects and Processes | 3 | Develops approaches and methods to ensure that tasks are completed accurately.  Works to meet short and medium term priorities.  Allocates tasks and delegates effectively, assigning appropriate resources |  | Application Form  Interview |
| Organisational Awareness and Commitment | 2 | Understands the informal structures of the Council, recognising key staff, decision makers and those in positions of influence.  Promotes and enhances the reputation of the Council with customers and external bodies. |  | Application Form  Interview |
| Personal Impact | 2 | Influences outcomes by expressing own view confidently and assertively.  Strives to do any task as well as possible. |  | Application Form  Interview |
| Working Relationships | 2 | Strengthen relationships through building a solid foundation of mutual understanding and trust.  Proactively supports colleagues.  Displays willingness to learn from others, including own team members and peers.  Speaks of team members in positive terms, either to the team member directly or to a third party.  Resolves conflict and does not avoid difficult issues. |  | Application Form  Interview |
| Equal Opportunities and Fairness | 3 | Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment. |  | Application Form  Interview |

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**Prepared by: Head of Housing**