

## PERSON SPECIFICATION

### COMPLIANCE MANAGER – T165

Specification Type	Additional/changed requirements	E/D	Measure
<b>Qualifications &amp; Training</b>	Relevant degree or equivalent qualification	E	1, 3, 4
<b>Qualifications &amp; Training</b>	Relevant health and safety qualification	E	1, 3, 4
<b>Qualifications &amp; Training</b>	Commitment to continuing personal development	E	1, 3
<b>Qualifications &amp; Training</b>	Management qualification	D	1, 3, 4
<b>Qualifications &amp; Training</b>	Membership of Royal Institute of Chartered Surveyors (RICS) or other equivalent professional body	D	1,3, 4
<b>Knowledge &amp; Experience</b>	Detailed knowledge and proven experience of managing a compliance service	E	1, 3
<b>Knowledge &amp; Experience</b>	In-depth knowledge of compliance requirements for gas, electrical, lifts, water hygiene, fire safety and asbestos in a social housing context.	E	1, 3
<b>Knowledge &amp; Experience</b>	Experience of successfully managing external contractors	E	1, 3
<b>Knowledge &amp; Experience</b>	Detailed knowledge of legislation and guidance relating to compliance	E	1, 3
<b>Knowledge &amp; Experience</b>	Experience of effective budgetary and resource management	E	1, 3
<b>Knowledge &amp; Experience</b>	Experience of managing a team	E	1, 3
<b>Knowledge &amp; Experience</b>	Experience of working effectively with stakeholders and external contractors	E	1, 3
<b>Knowledge &amp; Experience</b>	Experience of using a range of IT packages including housing management systems and Microsoft Office	E	1, 3
<b>Knowledge &amp; Experience</b>	Experience of using mobile technology to deliver a compliance service	E	1, 3
<b>Knowledge &amp; Experience</b>	Understanding of and commitment to equal opportunity and diversity	E	1, 3
<b>Skills &amp; Abilities</b>	Leadership and management skills including managing within a performance management environment	E	1, 3
<b>Skills &amp; Abilities</b>	Project management skills	E	1, 3
<b>Skills &amp; Abilities</b>	Commitment to achieving continual service improvement and improved outcomes for customers through analysis of customer feedback	E	1, 3
<b>Skills &amp; Abilities</b>	Flexible approach to meet the needs of a demanding service	E	1, 3
<b>Skills &amp; Abilities</b>	Excellent interpersonal skills, including influencing, negotiating, tact and diplomacy	E	1, 3
<b>Skills &amp; Abilities</b>	Excellent verbal and written communication skills	E	1, 2, 3

<b>Specification Type</b>	<b>Additional/changed requirements</b>	<b>E/D</b>	<b>Measure</b>
<b>Skills &amp; Abilities</b>	Creative approach to problem solving	E	1, 3
<b>Skills &amp; Abilities</b>	Ability to meet challenging deadlines	E	1, 2, 3
<b>Skills &amp; Abilities</b>	Ability to work under pressure and delegate appropriately	E	1, 2, 3
<b>Skills &amp; Abilities</b>	Ability to present information to a wide range of audiences	E	1, 2, 3
<b>Skills &amp; Abilities</b>	Excellent prioritising and time management skills	E	1, 2, 3
<b>Skills &amp; Abilities</b>	Ability to make considered decisions	E	1, 3
<b>Skills &amp; Abilities</b>	Ability to lead and contribute at meetings	E	1, 3
<b>Skills &amp; Abilities</b>	Budgetary and financial management skills	E	1, 2, 3
<b>Skills &amp; Abilities</b>	Ability to build and maintain good relationships to secure cooperation with colleagues and partners including contractors	E	1, 3
<b>Other Requirements</b>	Willingness to work out of office hours to attend meetings	E	1,3
<b>Other Requirements</b>	Ability to attend emergencies during out of hours	E	1,3

**Car Allowance:**

This post carries a designated car user status.

**E/D:**

Essential (E)  
Desirable (D)

**Measure:**

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]