



Our Ref: **SCO/APR25**

April 2025

Dear Applicant

SAFETY AND COMPLIANCE OFFICER

Thank you for your interest in the above position. I have enclosed a copy of our Recruitment Pack which includes;

- Job description and Person Specification
- Summary of conditions of service
- Statement of Equalities and Diversity (a full copy of our policy is available on request)
- Background summary information on East Lothian Housing Association
- Proof of Eligibility to Work in the UK Information

Please consider the person specification along with the job description before completing the application form. Please note that we do not accept CVs.

The closing date for applications is: **Monday 19 May 2025 (10:00am).**

Interviews will be held week commencing 26 May 2025.

If you are chosen for interview, we will contact you by Wednesday 21 May.

Please note that East Lothian Housing Association will only give feedback to applicants who have been shortlisted for an interview.

Further information about the Association can be found on elha.com.

Yours sincerely

Charlie Cooley

Charlie Cooley
Director R3 and Asset Management



JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE: Safety and Compliance Officer
DEPARTMENT: Asset Management
ACCOUNTABLE TO: Asset Manager

Job Summary

The Safety and Compliance Officer is responsible for delivering property compliance programmes to ensure we meet our regulatory, statutory and policy requirements for all assets.

Principal responsibilities and duties will include:

- ensuring compliance
- management of contracts
- developing and reviewing procedures and systems
- procurement and engagement with contractors and providing regular reports and key performance information in relation to compliance.

The Safety and Compliance Officer will support the Asset Manager to implement and deliver safety programs, policies and Safe Operating Procedures within Asset Management.

The Safety and Compliance Officer will promote positive Health and Safety Culture within the organisation carrying out site inspections, risk assessments and capture Health and Safety performance of contractors and consultants.

Principal Responsibilities - Compliance Services

- Monitor and manage delivery of compliance programmes to ensure work is carried out to the required standards, on time and within budget. This will include, but is not restricted to, gas safety, electrical safety, fire safety, lift safety, asbestos and water safety
- Undertake quality control inspections including pre, progress and post inspections of works
- Liaise with contractors, addressing any issues that arise from customer feedback or quality control inspections
- Liaise with the ELHAs in House contractor R3 Repairs on the schedule of rates and specification of compliance contracts
- Within the authorised budget limit, review, vary, dispute, and authorise invoices relating to compliance programmes.

- Identify and address any underperformance from our contractors with contractor's management and report the outcomes to the Asset Manager in a timely manner
- Respond to customer queries relating to service delivery and resolving any issues which may arise
- Assist in the timely preparation of monthly budget and performance reports
- Assist with developing and reviewing relevant policies and procedures and their implementation
- Assist with internal audit and assurance processes
- Update programmes and component information accurately and efficiently
- Investigate and close complaints in line with ELHAs complaints procedure
- Liaise with the Housing team to ensure the handover of all documentation and certification for development programmes are correctly uploaded onto the Housing Management System

Performance Management

- Assist in meeting the aims and objectives of the Asset Management department by contributing to achieving set key performance indicator targets
- Facilitate regular liaison with contractors to monitor performance
- Produce monthly performance reports within timescales, demonstrating performance against target
- Understand relevant performance standards and regulations for this role
- Produce monthly budget reports, ensuring the Association's Compliance and budgets are being adhered to, and to advise the Asset Manager at the earliest opportunity if budgets are running over target.

Value for Money

- Work in an efficient manner that delivers value for money for our tenants and stakeholders
- Identify efficiencies and communicate them to the Asset Manager
- Work within defined limits of financial authority
- Contribute to the effective procurement of compliance and other contracts assisting the Asset Manager in the preparation of Bills of Quantities and Contractual Documents
- Manage any proposed variations in contracts.
- Ensure procurement and contract management is followed in line with the Associations Procurement and Value for Money Policy and Contract Management policy
- Support procurement and appointment of Contractors, Consultants and Specialists as appropriate, in accordance with the Procurement Strategy, observing the Financial Regulations and other relevant Policies
- Support line management to look at ways of improving the financial and procurement preparation process within the organisation to create better efficiencies and contribute to the organisations goal of value for money

Relationship Building

- Work with contractors and colleagues to deliver a high-quality service to tenants and stakeholders
- Engage with customers, staff and external agencies to assist in the provision of a comprehensive compliant quality customer service
- Carry out investigations in response to enquiries and complaints

Tenant Liaison

- Liaise with tenants and owner occupiers about all aspects of the Association's compliance policies in a professional and courteous manner
- Advise tenants on proposed compliance inspections to their homes
- Identify opportunities for Tenant Participation in all aspects of compliance and assist in ensuring that tenants are fully involved

Other Duties

- Provide technical assistance to the various departments in relation to the Association's housing stock, paying particular attention to legislative requirements
- Contribute to the overall development of the Association by keeping up to date on technical issues, attending relevant training course and contributing to the review of policies and procedures
- Act as Clerk of Works from time to time as workload permits, as authorised by the Asset Manager
- Liaise with the Asset Manager on preparing reports, inspections and contracts
- Provide feedback by means of reports to the Asset Manager
- Update Property records and develop new efficient and effective mechanisms for record monitoring and reporting within the Department
- Attend tenant and Housing Association meetings (including evenings) as and when required
- Carrying out other duties as required by the Asset Manager from time to time including supporting Property Officer workload during busy periods or periods of absence
- Ensure the letter and spirit of the Association's Equalities & Diversity Policy is observed in all aspects of day-to-day duties relating to clients, colleagues, outside agencies and the general public

PERSON SPECIFICATION

POST: SAFETY AND COMPLIANCE OFFICER

The Person Specification describes the “ideal person” to fill the post and is a profile of the personal skills and attributes that will be looked for in the recruitment and selection process.

The following is a list of attributes which are either essential or desirable for this job.

	Essential	Desirable
QUALIFICATIONS/OTHER REQUIREMENTS		
• A technical qualification e.g. HND/HNC in Building.		√
• A clean driving licence and use of a car.	√	
SKILLS		
• Working knowledge of computerised maintenance system including mobile technology.		√
• Excellent communication skills, both written and oral.	√	
• Able to work on own initiative and to contribute to an effective team.	√	
• Efficient and effective organisational skills.	√	
• Efficient and effective administrative skills.	√	
PERSONAL ATTRIBUTES		
• Professional and courteous manner.	√	
• Positive approach to problem solving.	√	
EXPERIENCE		
• Planned Maintenance specification and supervision.	√	
• Sound working knowledge of current building regulations, safety legislation, gas regulations and maintenance contracts, traditional building construction, procurement and sustainability issues.	√	
• Previous experience of a range of building work and property maintenance.		√
• Previous Housing Association experience.		√
• Experience of establishing and maintaining good working relationships with contractors, tenants, customers and colleagues.	√	
• Experience of dealing with the public.		√

SUMMARY OF CONDITIONS OF SERVICE

Safety and Compliance Officer

Salary

EVH Grade 7 – currently £40,635 – £44,619

We also offer a final salary pension scheme, a salary sacrifice electric vehicle and bike scheme, as well as enhanced allowances for leave and sickness.

Term of Contract

Permanent

Hours of Attendance

Full time – 35 hours per week

A flexible working hours system is operated.

Holiday Entitlement

25 days annual leave + 15 statutory days (including public holidays)

Pension

East Lothian Housing Association is a member of the SHAPS Pension Scheme. We are required to auto-enrol all our workers into the scheme where they meet the criteria defined in the Pensions Legislation and would therefore be required to auto-enrol you onto the pension scheme when/if you meet these criteria. If we enrol you onto the pension scheme, whilst you continue to meet these criteria, you will remain a member of the scheme, unless you apply to opt out.

Training and Development

The Association considers that training and development of its staff is an essential factor in achieving the Association's aims and objectives and in the maintenance of effective, well-motivated employees.

Equality & Diversity

The Association is committed to the promotion of equalities and diversity and to combat discrimination, direct or indirect, in its housing allocation, provision of services, membership, recruitment, Management Committee structure and employment practices.

**EQUALITY & DIVERSITY POLICY
SUMMARY FOR ISSUE AS A PUBLIC STATEMENT**

We are committed to promoting an environment of respect and understanding; encouraging diversity and eliminating discrimination by providing equality of opportunity for all in the following activities:

- Admission to the housing register
- Allocating housing
- Provision of all services to tenants and other customers
- Appointment of Consultants and Contractors
- Handling of comments and complaints
- Recruitment of Association members
- Recruitment of Management Committee / Board Members
- Recruitment and employment of staff, and all aspects of their Terms and Conditions of Employment

We are committed to complying with all current anti-discrimination law, regulation and good practice.

We aim to ensure that in all our policies, procedures and management decisions there is no discrimination on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation or on any other grounds.

We will provide information in alternative forms for those requiring it, for example translation into other languages where required.

As part of our commitment to Equality & Diversity, and in compliance with the Equality Act 2010, we have adopted a Disability Policy Statement and have been recognised by the Employment Service as a Disability Symbol User.

A full copy of our Equality & Diversity Policy may be obtained from the Association's offices at the address above.



Brian Logan, Chair



Martin Pollhammer, Chief Executive

EAST LOTHIAN HOUSING ASSOCIATION LIMITED

BACKGROUND INFORMATION FOR APPLICANTS FOR EMPLOYMENT

The following information has been provided in order to give you an insight into the Association, its structure and activities.

The Job Description (enclosed) outlines the duties and responsibilities of the post for which you are applying. The Person Specification (enclosed) indicates the professional and personal skills and attributes required of applicants for the post.

THE ASSOCIATION

East Lothian Housing Association builds and manages a wide range of properties to meet a variety of needs within East Lothian. From our office in Haddington, we currently manage around 1,400 properties for rent and shared ownership throughout East Lothian.

The Association

- is a non-profit distributing charitable organisation registered with The Scottish Housing Regulator and is committed to serving the housing needs of the residents of East Lothian.
- is run by a voluntary Management Committee of up to 15 members drawn from people with experience in all walks of life, who live, work or have some other interest or connection to East Lothian.
- was established in February 1988 by a steering group of local people concerned about the growing housing needs within the District and particularly in rural areas.
- provides accommodation for families, single people, the elderly and people with physical disabilities and special needs.
- manages East Lothian Care & Repair, who provide help and advice to disabled and elderly home owners and private tenants on financing and carrying out housing improvements, repairs and maintenance.

Our vision is:



MANAGEMENT OF THE ASSOCIATION

The Management Committee delegates operational responsibilities to a professional team of staff headed by the Chief Executive, Martin Pollhammer.

The management structure is as follows:

Function/Department	Headed by	Name
Finance & Corporate Services	Director of Finance & Corporate Services	Gary Alison
Housing	Director of Housing	Karen Barry
Asset Management & R3 Repairs	Director of R3 & Asset Management	Charlie Cooley
Care & Repair	Care & Repair Manager	Angela Bunton

DEPARTMENT FUNCTIONS

◆ Corporate Services

The department is primarily responsible for managing the Association's IT and Office Administration systems. The department is also responsible for responding to customer enquiries, in person, by phone, web and email and for the provision of administrative and support services to other departments when required (e.g. keeping our housing register data up to date). In supporting the Association's governance, the department provides Company secretarial duties, and Management Committee administration.

◆ Housing Management

This department is responsible for the general management of the Association's housing stock and the provision of services to our tenants and other customers including: maintenance of the housing register; allocation of housing, including shared ownership; estate management, which includes looking after the areas around our housing; tenant participation and support; rent arrears management; responding to customer enquiries; and dealing with anti-social behaviour.

◆ Asset Management

The Asset Management Department is responsible for the planning and implementation of the Association's cyclical and planned maintenance programmes to ensure that the properties are maintained in good order with a view to maximising the life expectancy of the houses. In order to improve the effectiveness of this process, the management, delivery and monitoring of reactive maintenance is also carried out by Asset Management. Asset Management also provides advice to tenants on all aspects of maintenance including, for example, alterations and medical adaptations.

◆ Care & Repair

Care & Repair provides assistance to elderly and disabled homeowners and private tenants to carry out necessary repairs and adaptations to their homes to enable them to maintain their independence. The service was established in 1987 and is managed by East Lothian Housing Association and funded by East Lothian Council.

The Care & Repair Service also includes the Small Repairs Service to carry out small repairs for eligible clients. Labour is free of charge, clients only have to pay for materials.

◆ Finance

The functions undertaken cover all aspects of Group financial and management accounting services including inter-group transactions.

◆ **Development**

The Development Programme is delivered through a Strategic Alliance with the Places for People Scotland Group. The Association aims to target its investment to provide high quality affordable homes for rent throughout East Lothian. The Development Programme is funded through Housing Association Grant (HAG) and private finance.

◆ **R3 Repairs Limited**

The Association has a subsidiary company, R3 Repairs Limited, which provides maintenance services. It is governed by its own Board which is responsible for recruiting and managing its staff.

Proof of Eligibility to Work in the UK

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006, section 24B of the Immigration Act 1971, and Schedule 6 of the Immigration Act 2016.

Under this law, it is a criminal offence for East Lothian Housing Association Ltd to employ a person who is not entitled to work in the UK. If you are short listed, then on the day of your interview, you **must** either:

- provide documents from List A or List B – Group 1 or List B – Group 2 so we can manually check your eligibility to work in the UK status (all), or;
- provide us with a Share Code so that we can check your eligibility to work in the UK status online (non-British and non-Irish citizens)

If you are a British or Irish citizen and do not have a passport (current or expired), please refer to points 3, 5, 6, 7 and 8 of List A.

If you are a non-British or non-Irish citizen and cannot show your original documents or your online immigration status, we will contact the Home Office to check your immigration status.

LIST A	
1.	A passport (current or expired) showing you are a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2.	A passport or passport card (in either case, whether current or expired) showing you are an Irish Citizen.
3.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4.	A current passport endorsed to show that you are exempt from immigration control, are allowed to stay indefinitely in the UK, have the right of abode in the UK, or have no time limit on your stay in the UK
5.	A current Immigration Status Document issued by the Home Office to you with an endorsement indicating that you are allowed to stay indefinitely in the UK or have no time limit on your stay in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
6.	A birth or adoption certificate issued in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer
7.	A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
8.	A certificate of registration or naturalisation as a British citizen, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 1

1. A current passport endorsed to show that you are allowed to stay in the UK and are currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to you with a valid endorsement indicating that you may stay in the UK and are allowed to do the type of work in question, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 2

1. A document issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that you have made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that you are permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that you may stay in the UK and are permitted to do the work in question.