**Job title: Compliance Housing Officer**

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| **Reporting to** | **Property and Income Manager** | **Job Level:** |
| **Department** | **Asset Management, Services** | **Level 3 – First Line Manager/Qualified Practitioner/ Specialist** |
| **Location** | **Primary work base in Hove, East Sussex, with hybrid working and regular travel across Sussex and Surrey to service sites** |
| **Contract** | Fixed term contract for 12 months, 37 hours a week (with possibility to extend) |
| **Accountability** | No direct line management |

**Where you fit**

**Job purpose**

This housing related role sits within YMCA DownsLink Group’s Asset Management Team and is responsible for ensuring the delivery of high-quality housing services and property compliance.

The postholder will ensure that all statutory and regulatory obligations are met in relation to property standards, health and safety, and landlord responsibilities. In addition, they will oversee the provision of responsive mechanical and electrical (M&E) services, ensuring safe, reliable, and consistent housing.

The role places tenants and residents at the heart of service delivery, ensuring a smooth and responsive onboarding experience, while maintaining high standards of operational excellence and customer care.

**About us**

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

* Housing provision and sustaining accommodation
* Specialist information, advice and support
* Emotional wellbeing and mental health.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute & thrive’.* This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - *we do what’s right, we work with heart, and we build real connection* – guide us in all our actions.

**Key responsibilities**

**Onboarding & housing management**

1. Deliver professional and accountable housing services from agreement sign-up to handover.
2. Build strong relationships with those we support, identifying requirements swiftly and signposting on to third-party services (e.g. floating support, aids and adaptions, Department for Work and Pensions services).
3. Conduct timely home visits in line with the occupancy agreements expectations, increasing support at key points such as at the beginning of their housing journey or if housing related needs change.
4. To coordinate repairs and compliance checks, ensuring that they are completed without delay.
5. Ensure completion and the upload of pre- and post-occupancy checks, CFRAs (Compliance Risk and Fire Assessments), and PEEPs (Personal Emergency Evacuation Plans) in line with occupancy agreements.
6. Liaise with utility and service companies regarding the ‘vulnerable residents' protocol’, ensuring that addresses and needs are recorded accurately recorded in case of emergency situations (e.g. loss of heat, light, or water).
7. To support prompt income collection and address tenancy issues such as arrears, hate crime or anti-social behaviour.
8. Ensure homes meet the Decent Homes Standard and are free from hazards (HHSRS).

**Compliance & property standards**

1. Monitor and enforce compliance with housing regulations and safety standards i.e. gas, fire, electric, legionella, asbestos, lifts/LOLER (Lifting Operations and Lifting Equipment Regulations).
2. Undertake routine checks of occupant data and ensure GDPR (General Data Protection Regulation) compliance.
3. Conduct on-site inspections including water hygiene checks, emergency lighting tests, fire alarm and fire door inspections.
4. Work with our internal teams to complete occupancy/compliance audits and serve appropriate tenancy breach notices.
5. Maintain regulatory registers (e.g. Ofsted, Housing Regulator) and ensure timely servicing, testing, and inspection programmes.
6. Extract and update contractor portal data, book remedial actions, and provide cover for the Compliance Coordinator if required.
7. Ensure contractors meet health and safety standards, follow safeguarding policies, and adhere to our Code of Conduct.
8. Monitor contractor performance, challenge poor delivery, and ensure accurate invoicing and control of work variations.

**Quality assurance & customer service**

1. Conduct pre- and post-inspections to confirm works are correctly identified, costed, and completed.
2. Attend supplier and other meetings to represent YMCA DownsLink Group and provide feedback.
3. Support the Income and Property Manager in managing complaints and service queries.
4. Ensure excellent, responsive customer service across housing-related service contracts.

**General duties**

1. Work in alignment with YMCA DownsLink Group’s vision, mission, and values.
2. Commit to ongoing, internal professional development and psychologically informed practice.
3. Comply with safeguarding, health & safety, data protection, and equity diversity and inclusion policies.
4. Carry out other duties as directed, within the scope of the role.
5. Travel across Sussex and Surrey to visit projects and services (driving licence and access to a car required).

**Person specification**

**Knowledge and experience**

* Significant experience in the housing sector, particularly in roles involving customer voice and engagement.
* Experience working within private rented sector and/or registered social housing landlords and local authorities.
* Demonstrable experience working in a regulated housing environment, delivering property compliance services and communicating effectively with customers.
* Experience supporting and completing starter and continuation forms and processes to assist occupants in their homes.
* Demonstrable experience in auditing, data collection, and system updates.
* Experience in scoping and coordinating day-to-day contractor management.
* Work-related experience in delivering services that engage housing-related clients, stakeholders, local authority departments, and regulatory bodies.
* Experience in income collection and arrears management within the housing sector.
* Familiarity with housing-related legislation and compliance workstreams (e.g. fire safety, gas safety, water safety, electrical safety), including ensuring residents understand the importance of building maintenance and timely access.
* Experience in contract management and performance-led activities within the compliance sector.
* Proven ability to share and embed best practice across teams.
* Experience working within psychologically informed environments using trauma-informed approaches (desirable; training will be provided).

**Skills and Abilities**

* Strong interpersonal and communication skills, with the ability to articulate information, ideas, and solutions clearly and professionally, both verbally and in writing.
* Exceptional stakeholder relationship skills, with the ability to build and maintain professional relationships quickly.
* Ability to work under pressure, manage multiple tasks, and deliver results across competing priorities.
* High attention to detail with strong completer-finisher skills.
* Ability to inspire confidence and effectively support and challenge practice across a wide range of professional relationships.
* Proficient digital skills, including use of Microsoft Office 365 and property maintenance management systems (e.g. Pyramid; training provided).
* Analytical skills to review data, identify key themes and trends, and extract actionable insights.

**Qualifications and training**

* CIH (level 3) Certificate in Housing Maintenance and Asset Management **or** Letting and Managing Residential Property **or** Housing Services/Practice (desirable).
* However, we will also consider candidates who can demonstrate orevidence substantial relevant compliance experience or who have a health and safety qualification from City & Guilds/IOSH/NEBOSH.

**Employee declaration**

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name: Date: Signed: