

Performance and Compliance Manager	Housing and Property Services
Reporting to: Head of Assets & Maintenance	Responsible for: Tenancy and Compliance Officer
Hours of work – 35 hours per week Monday – Friday (flexi time)	Salary £40,107.05 - £43,955.73 inclusive of car allowance (depending on experience)
<p>This is a business-critical role responsible for strengthening the organisations oversight of Health & Safety, Property Safety Compliance, Performance Reporting, IT & Business Systems Improvement, and provide assurance to Board.</p> <p>The postholder will provide operational assurance, monitor compliance against statutory and regulatory duties, identify and mitigate risks, streamline internal processes, and support the effective delivery of Housing and Property Services.</p>	
The Role	
<p>This role will work under the direct of the Head of Assets & Maintenance and be responsible for:</p> <p>Health & Safety (Employer Responsibilities)</p> <ul style="list-style-type: none"> • Act as the first point of contact with the Association’s Health & Safety provider. • Ensure compliance with all employer’s legal duties for the safety of staff working in offices, remotely, or out in the community. • Contribute to quarterly risk reviews and continuous improvement plans. <p>Property Safety (Landlord Responsibilities)</p> <p>Oversee compliance with all statutory and regulatory property safety checks. Including (but not exclusive to) monitoring and reporting on compliance for:</p> <ul style="list-style-type: none"> • Annual Gas Safety Checks • Smoke & Carbon Monoxide alarms • Electrical Safety (EICR) • Fire Safety Equipment • Asbestos Management • Legionella • Any additional statutory checks <p>Manage day to day liaison with the property compliance contractor and ensure performance meets contract requirements.</p> <p>Fire Risk Assessments (FRA)</p> <ul style="list-style-type: none"> • Coordinate FRA schedules and support and delivery of associated action plans. • Support the Responsible Person with timely completion and documentation of FRA requirements. • Track and report progress against regulatory expectations and internal safety standards. <p>IT & Business Systems / Digital Improvement</p>	

- Work collaboratively with partners, suppliers, and internal teams to resolve system issues, support development, and enhance functionality.
- Drive improvements in repairs, invoicing, and integration workflows.
- Support the introduction of new systems and technologies through testing, training, and process mapping.
- Contribute to business improvement projects and digital transformation activities.

Reporting & Performance Management

- Compile and oversee performance reports for Board, SMT, and operational teams.
- Ensure data accuracy and insight-driven reporting across compliance, arrears, property safety, and risk.
- Prepare Board level papers and briefing notes when required.
- Lead and coordinate reporting for Consumer Standards and internal/external audits.

Contract & Partner Compliance

- Monitor compliance with contractual obligations for property, H&S, and system partners and holding regular meetings with contractors to monitor performance.
- Track KPIs and SLAs, escalating issues where necessary.
- Build strong working relationships to support continuous improvement.

People & Apprentice Support

- Provide line management to the Compliance Officer and mentoring support to apprentices.
- Support workforce planning, training, and capability building.
- Promote a positive team culture and collaborative working.

Communication & Engagement

- Support internal communications relating to the role
- Engage with tenants, contractors, and stakeholders where compliance or safety issues require clarification and support the wider team in communications.

Business Assurance, Risk & Improvement

- Manage risk in accordance with company policy and report progress at least quarterly
- Identify areas of operational risk and propose mitigation and improvement actions.
- Promote a culture of continuous learning, improvement, and accountability.
- Provide tenant data insight to support strategic decision making and service improvement.

All roles are expected to role model CHA core values and demonstrate Value for Money and empathy with the social aims of the organisation.

The diverse nature of the Association's current and potential activities requires flexibility from all members of the staff team. This profile cannot therefore ever be an exhaustive list and the postholder may be required to take on additional responsibilities commensurate with the post as the business requires.

Person Specification

Skills/Experience	Qualifications
<p>Essential:</p> <ul style="list-style-type: none"> • Strong understanding of statutory compliance requirements (fire, gas, electrical, asbestos, legionella) and ability to ensure the organisation meets and maintains all required standards. • Confident in analysing compliance data, interpreting trends and producing clear, evidence-based reports for Senior Management and the Board. • Effective communicator able to influence, challenge, and build strong relationships with contractors, colleagues, and partners. • Experience of working in a busy, ever-changing environment • Skills in relation to data interrogation and analysis to produce reports and deliver business improvements • Experience of problem solving and continuous improvement • Experience of developing new relationships and leading on new business areas. 	<p>Essential:</p> <p>Educated to degree level with at least 5 years' experience of working in a senior role.</p> <p>Ability and willingness to successfully complete an IOSH-approved Managing Safely course (if not already held).</p>
<p>Desirable:</p> <ul style="list-style-type: none"> • A firm understanding of best practice in customer service, procurement and value for money. • Experience in the provision of excellent customer engagement and communications • Knowledge and experience of property management processes 	<p>Desirable:</p> <p>A recognised qualification in Health & Safety, Compliance & Fire Risk Assessment, such as:</p> <ul style="list-style-type: none"> • IOSH Managing Safely (minimum) • Fire Risk Assessment Qualification (L3 or above) • Health & Safety certificate relevant to property/compliance environments <p>NEBOSH General Certificate, NEBOSH Fire Safety, or equivalent higher-level H&S qualification.</p> <p>Evidence of continued professional development</p>
Personal Qualities	
<ul style="list-style-type: none"> • A dynamic individual with a clear understanding of the needs of a small social business • Positive attitude, flexible with the ability to develop new skills and quickly adapt to change • Organised, motivated and proactive in bringing new ideas to the table. • Performance focused and does what it takes to get the right outcome. • An enthusiasm to bring the best out in people, demonstrating drive and resilience and thrives in a fast paced, changing, and at times pressured environment. • Team focused and confident with peers, stakeholders and customers, credible and able to forge lasting relationships and represent CHA with external organisations 	

- Understanding of and commitment to:
 - CHA values
 - Equality, Diversity and Inclusion and
 - the long-term success of CHA