

JOB PACK

Compliance Officer
(Agency Managed Supported Housing)

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 working days per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave, training/development opportunities and much more. Please check out benefits page on website for more information.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 staff from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 7,000 people annually through the contracts we manage.

Role Summary

As Compliance Officer, you will be responsible for delivering intensive housing management to our Agency Managed supported housing portfolio. Ensuring compliance across a range of key indicators including Health & Safety and voids & lettings. You will build quality relationships with 3rd party organisations who deliver care & support to Jigsaw customers ensuring quality service delivery and safe properties which contribute to recovery and/or overall quality of life. The role will work collaboratively with internal stakeholders, commissioners, agencies and the management team to develop and grow existing services.

Our Agency Managed portfolio currently includes 113 schemes / 454 lettable units across 11 Local Authority areas. These properties are managed by 35 support providers, and our Housing Management function currently covers 100 units of supported accommodation.

The post holder will work closely with other departments across Jigsaw Homes Group to ensure there is a joined-up approach to service delivery.

Responsible To - Operations Manager (Agency managed and Housing Management)

MAIN TASKS OR ACTIVITIES

1. To support the Operations Manager (Agency Managed and Housing management) ensuring Agency Managed services are able to evidence excellent standards and compliant with the terms of their management agreements.
2. Ensure compliance data is collected on a timely basis and that records are maintained and kept up to date, identifying potential delivery risks and ensuring risk management strategies and solutions are in place.
3. Ensure Managing Agents comply with appropriate statutory and regulatory requirements including Health and Safety, fire regulations, asset management, financial reporting etc.
4. Assist the Operations Manager ensuring quality and performance measures are met, supporting the drive for continuous improvement.
5. Produce and analyse regular reports to highlight progress against targets and quality key performance indicators.

6. Support with the development of policies and procedures to ensure effective management and oversight of Managing Agents.
7. To be a proactive member of the team, continually seeking to improve and develop your own skills and the performance of the team.
8. Ensure services are embedded across Jigsaw Support and Jigsaw Homes Group to provide a holistic offer and best practices across all departments.
9. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
10. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
11. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director or commensurate with the position.

Candidate Requirements

Candidate Requirements:

- High level of educational achievement / recognised qualification
- Experience of delivering housing management services
- Experience of working in contract management with an insight into H&S compliance
- Excellent communication skills with the ability to sustain and improve relationships with partners, managing agents and registered providers
- Ability to record and maintain accurate and up-to-date records
- Ability to work together as a team
- Excellent customer service skills
- Motivated and enthusiastic

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

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