

Job Description

Job title:	Assistant Director of Compliance and Building Safety
Reports to:	Executive Director of Assets and Compliance
Responsible for:	Direct line management responsibility.

Role Overview

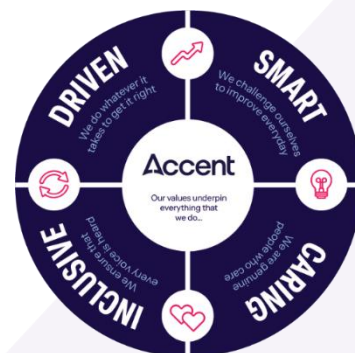
We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Assistant Director of Director of Compliance & Building Safety, you will play a crucial role in providing and maintaining the safety and quality of Accent’s homes and sustainable communities. Your leadership will ensure that our buildings are safe and H&S compliance is adhered to create safe and sustainable homes for our customers.

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it’s what we expect everyone to embrace and work towards in their roles.

In your role as Assistant Director of Compliance & Building Safety, you will lead by example, fostering a culture of excellence, transparency, and collaboration. You will work closely with colleagues across the organisation to ensure that our compliance strategies are aligned with our values. By championing compliance and building safety, you will demonstrate Accent’s commitment to providing secure, sustainable homes. Your passion for high-performance leadership will ensure that Accent remains a leader in creating thriving, environmentally conscious communities.



Core Values Alignment

Key Responsibilities and Duties

- Provide strategic leadership for the Compliance, Building Safety & Managing Agent functions within the wider Assets Team, ensuring that Accent meets its regulatory obligations, delivers quality homes, excellent customer and building safety services.
- Lead on asset compliance and ensure all policies, procedures and programmes related to building safety & H&S, including gas, electrical, fire, asbestos, legionella, and lifts, are implemented and monitored.
- Ensure that all homes and buildings are maintained to high standards, delivering services in the most cost-effective and efficient way.
- Lead on procurement and contract management to ensure high-quality service delivery, performance and value for money.
- Act as the advocate and ensure that KPIs related to safety are monitored and reported regularly, performance is analysed and where needed corrective action taken.
- Take responsibility for all aspects of customer and building safety, ensuring our housing stock is fully compliant and robust systems and processes are in place to achieve exceptional compliance levels, including creation of a 'Building a safer Future' plan, ensuring management plans are in place for key customer safety areas, establishing early warning indicators for under-performance.
- Be responsible for ensuring that customers are kept safe in their homes and the buildings they live in by adopting a zero-tolerance approach towards health and safety and asset compliance. You will ensure that processes and resources are in place to deliver exceptional compliance levels at all times.
- Act as a key protagonist for the Asset Management Strategy by ensuring all safety obligations and best practices are met. This includes managing data integrity and ensuring safety protocols are always up to date and fully compliant with regulations.
- Oversee the management of a team and contractors, ensuring that no safety checks or remedial works fall overdue, while monitoring any exceptions. Ensure that all works on leasehold properties are compliant with Section 20 consultation legislation.
- Develop and manage budgets effectively, ensuring the provision of adequate services. Monitor budget adherence and report any exceptions promptly to the Executive Team.
- Serve as the primary contact for Building Safety matters, overseeing communications with the Building Safety Regulator. Ensure the availability of the "golden thread" of information and oversee any major remediation projects.
- Implement KPIs and performance monitoring systems to track compliance and contractor performance. Establish early warning indicators to ensure that underperformance is detected early and corrected.
- Lead the procurement of all customer safety-related workstreams in collaboration with colleagues across the business, ensuring excellent outcomes for both customers and the organisation.
- Ensure that contractors are managed under CDM and health and safety procedures, and promote a 'lessons learnt' culture to continuously improve service delivery standards.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.

- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- CIH Level 5 or existing alternative qualification with CIH top-ups (or willing to work towards)
- Significant experience in, construction, or a related field, with a strong track record of managing compliance and safety across a large property portfolio.
- At least 5 years' management experience, with proven ability to lead teams.
- Strong leadership and motivational skills, with experience building high-performance teams.
- Deep understanding of compliance regulations, including health and safety.
- Proven ability to manage substantial budgets and optimise procurement processes to ensure value for money.
- Excellent negotiation, decision-making, and communication skills, with the ability to navigate complex situations and deliver solutions that benefit all stakeholders.
- Strong IT literacy, with experience using MS Office and asset management systems.
- As a member of SLT flexibility is required within the role, working outside of normal office hours, with some evening or weekend work as and when maybe required
- Full UK driving licence and access to a vehicle for business use.

The added extras:

- Knowledge of financial forecasting and performance management in the context of large housing portfolios.

This role has been identified as a "Relevant Person" under the Regulator of Social Housing's Competence and Conduct Standard. As a result, the postholder will be required to hold, or work towards and maintain, the appropriate housing qualification and demonstrate the skills, knowledge, experience and behaviours required for the role in line with Accent's Competence and Conduct Framework.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

