

Job Description	
Job Title:	Safety and Compliance Supervisor
Contract Type:	Permanent
Salary (FTE)/Hourly rate of pay:	£32,000 - 33,750 per annum
Hours of work per week:	37.5 (inc. flexible working, occasional evenings, weekends or bank holidays)
Responsible to:	Health & Safety and Compliance Manager
Location:	North Tyneside

Organisational context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement.

Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

YMCA North Tyneside is a registered provider of social housing and operates a number of supported accommodation schemes across the North East. Additionally, YMCA operates in the role of intermediary landlord with a number of non-regulated support providers to create viable housing solutions for 100's of homeless people or those in need of care, support or supervision.

Job purpose:

The Safety and Compliance Supervisor will have overall responsibility for delivery of a proactive and consistent team of Safety and Compliance Officers within the risk directorate, specialising in the compliance team.

They will ensure robust systems are in place to both capture and provide a range of key metrics to mobilise, monitor and deliver compliance inspections, serving and works.

The role will lead a high performing team to ensure a value of money and consistent service is being achieved whilst driving best practice within the support team function.



The role will assist day to day management as well as to inform service review and improvement activities, thereby ensuring delivery of service excellence to our customers and partners.

Please note:

As YMCA's portfolio spans the length of England, this position involves significant weekly travel. Candidates must possess a valid driving licence and have access to a vehicle insured for business use to effectively manage our nationwide operations.

Main Duties & Responsibilities:

Working closely with YMCA North Tyneside's housing partners, the Safety and Compliance Officers will be a champion for compliance; driving standards, ensuring properties meet and exceed regulatory requirements, and providing vital support to the Health & Safety and Compliance Manager.

Leadership & Team Support

- Assist the Health & Safety and Compliance Manager with support when and act as a deputy, when required.
- Develop, and manage the Safety and Compliance Team ensuring the effective operation of the team members. Continually update, quality checks.
- Manage the team of Safety and Compliance Officers to assist in the delivery of compliance activities, from inception through to completion ensuring a consistent and effective service is being offered.
- Provide supervision, leadership and guidance to develop and motivate colleagues to deliver the highest quality service to internal and external stakeholders whilst providing excellent lines of communication between managers, wider business colleagues and customers.
- Take the lead role to proactively work with Safety and Compliance Officers to forward plan workload. Consistently review and ensure the correct resources are available to manage demand, inclusive of that associated with regulatory change.
- Ensure the team robustly manages and maintains our Compliance system, including, Data loading and quality checking to ensure accurate information is readily available for compliance reporting.
- Manage, monitor team performance and maintain Housing data and workflow tasks. Resolving queries within specific timescales.

Inspections and audits

- Conduct regular and thorough inspections of residential properties to evaluate compliance with housing regulations, building codes, and safety standards. This includes assessments related to gas, electricity, fire safety, asbestos, and water systems.
- Ensure that all property documentation adheres to relevant housing regulations, such as Exempt Accommodation rules and the Housing Health & Safety Rating System (HHSRS).
- Generate detailed reports that document any identified hazards and safety concerns, accompanied by photographs, ensuring timely delivery.
- Administer Tenant Satisfaction Measure surveys to gather feedback from residents.



- Perform quality control audits on inspections and reports completed by Safety and Compliance Officers to maintain high standards.

Compliance management

- Attend regular meetings with Regulatory and Protect Partners to discuss compliance status, resolve complex issues, and align on safety strategies.
- Proactively follow up on all outstanding actions for compliance, holding stakeholders accountable and escalating to Health & Safety and Compliance Manager when deadlines are at risk.
- Keep up to date with relevant housing, building and safety legislation and internal policies, acting as a subject matter expert for the team.
- Undertake training as required and take the lead in delivering in house training to help improve the knowledge and skills, support, and maintenance workers.
- Work with partner organisations proactively to help ensure that required safety checks are completed on time; including gas safety checks, electrical safety testing and fire servicing.
- Track, maintain, and audit records of inspections, repairs, and compliance certifications for each property in our database systems.

Repair and Remediations

- Coordinate with property management teams to issue repair orders following site inspections.
- To take steps to identify and highlight any areas of non-compliance either under the directly managed or observed in other areas of the Housing Service.
- Reinspect properties if required and sign off on complex or high risk remedial works.

Reporting and Analysis

- Generate reports for their area detailing the compliance trends, identified risks and corrective actions taken.
- Analyse inspection data to identify potential areas for improvement and discuss with the Health & Safety and Compliance Manager regarding implementing preventative measures.
- Prepare and present high-level compliance performance summaries for the Senior Management Team to assist with strategic planning and risk management.

Person Specification

Qualifications	
NVQ Level 4 in a relevant subject and/or equivalent level of relevant experience in a similar senior role	<i>Essential</i>
NEBOSH Health & Safety Qualification	<i>Desirable</i>

Skills	
• Expert knowledge of all areas of compliance, how it is managed and reported. • Experience within similar role of effectively managing challenging conversations and partnership working	<i>Essential</i>



• Demonstrable experience of statutory servicing programs in the social housing sector or similar operating environment • In depth experience and understanding of at least one key area of compliance and a willingness to learn about others e.g. fire, legionella, gas, electric, lifts • Detailed knowledge and understanding of contracting relationships, compliance, quality standards and relationship management • Demonstrable understanding of health & safety compliance, statutory Housing obligations and industry best practice • Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners • Experience of operating MS Office software such as Microsoft Word, Excel, and Outlook.	
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General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

Equal Opportunities:

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

