

Housing Compliance Officer

Team:	Housing
Location:	Bedford/Central Bedfordshire
Salary:	up to £27,000 per annum
Contract Type:	Maternity Cover Fixed Term Contract until May 2026 (potential to be made permanent)
Reporting to:	Head of Delivery

INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

We believe everyone deserves to feel valued, to be happy, to belong.

JOB SUMMARY

As a Housing Compliance Officer, you will be responsible for supporting the Head of Delivery and local Service Manager with ensuring the CLI Recovery Housing is fully compliant and safe, ensuring Health and Safety is maintained across the housing portfolio and completing property audits. You will act as an ambassador for CLI locally and will work closely with the Head of Housing and the local Service Manager to develop your relationships with external stakeholders such as partner agencies.

The role also requires you to provide housing-related support to people who have either been through the criminal justice system, have been affected by drug and alcohol addiction, homeless or mental health issues which has resulted in them being unable to retain their accommodation placement. You will be required to follow instructions from the Head of Delivery and local Service Manager to ensure your performance is in line with KPIs and contract requirements whilst ensuring you operate in line with CLI's strategic plan, mission and values. It is essential that you have excellent communication and interpersonal skills, with the ability to organise your workload whilst working as part of a team.

KEY DUTIES & RESPONSIBILITIES

- To work with the Head of Delivery and Service Manager to ensure CLI Recovery Housing is compliant and safe for our service users.
- Complete maintenance/repair jobs and/or liaise with third party contractors to ensure high quality repairs are completed within required timeframes.
- Work with managers and employees so they understand how to deliver effective housing management.
- To support the resident to set up a bank account (where required) and ensure standing orders are set up for the weekly payment and where necessary liaise with the residents regarding non-payments.
- To complete the successful onboarding of residents which includes property sign up, ordering and distributing inventory to residents and shared spaces, issuing keys, ensuring residents understand the license agreement, their rights and obligations and other duties in line with the onboarding check list.
- To provide ongoing support to residents with financial planning including rent collection, monitoring non-payment of rent, day-to-day personal budgeting and supporting residents rent arrears.
- To ensure all residents are engaged in the recovery community/programme and provide weekly support and practical help on a one-to-one basis and encourage attendance to group-based activities. This is to ensure residents are achieving their personal goals and developing independence and moving forward in their lives.
- Identify any risks and poor practice in relation to health and safety and then to report appropriately
- Ensuring and supporting with completion of day-to-day repairs and planned maintenance and emergency works by using appropriate systems to record maintenance works as logs
- Working with the Service Manager to complete housing audits.
- Provide area specific housing advice and practical support in relation to statutory H&S compliance and Best Practice as required.
- Working in line with local legislation and regulatory bodies and support with inspections with local authority.
- Work alongside the Head of Delivery and Service Manager to assess and ensure that

employees are competent in the delivery of safe housing management systems and checks.

- Practically support staff in relation to housing management issues, deliver training related to this and advise on best practice.
- Engage fully with a continuous housing stock quality upgrade and where necessary replacement. This may include supporting with identifying new properties, agreeing and supporting a schedule of works where needed and working with the Head of Delivery and Service Manager to ensure the properties are safe.
- To work with the Head of Delivery to ensure the Energy Performance Certificates are at the required grades in line with legislation.
- To support the Head of Delivery with the health and safety policy, systems and frameworks are adhered to and fit for purpose.
- To support the management of housing stock and undertake weekly and monthly checks in line with statutory compliance as outlined below and ensure this is logged through the appropriate systems
 - Weekly H&S property inspection report
 - Weekly Maintenance Checks - monitor the condition of the property e.g. ensuring heating is in good working condition, cleanliness of the property, condition/standard of furniture and electrical items etc.
 - Monthly Property Conditions and Compliance Report – ensuring property compliance certification involving periodic testing and servicing along with H&S Risk Assessments are current and in date
- To support with arranging annual/bi-annual statutory landlord periodic testing certification and inspection of gas appliances, fire safety measures (fire alarm system, emergency lighting, fire risk assessment) and other statutory landlord certification:
 - Annual Gas Certification
 - Bi-Annual Fire Alarm test and commission
 - Bi-Annual Emergency lightning test and commission
 - Review of Fire Risk Assessment annually
- To maintain accurate, up to date records on the relevant case management system, recording the weekly progress on individual support plans and information on outcomes within set timeframes.
- To report Housing performance trends and issues to the Head of Delivery and local Service Manager.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Ensure the implementation and compliance of CLI's policies and procedures.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Experience of housing management and compliance.	☒	
Experience of supporting individuals to initiate tenancy sustainment in the community.	☒	
Experience of managing a housing portfolio and taking a lead of the health and safety of the properties.	☒	
Experience of property repairs, management and prevention.	☒	
Experience of producing and/or contributing to reports.	☒	
Knowledge	Essential	Desirable
Knowledge and understanding of at least one of the following areas; the criminal justice system, homelessness, mental health, substance misuse and the work of Probation services.	☒	
Knowledge of interventions available to residents in a 'supported-housing' environment.	☒	
Knowledge of current Health and Safety requirements in a supported housing environment.	☒	
An understanding of best practice when working with individuals across different areas of challenge.	☒	
Knowledge of local services.		☒
Skills & Attributes	Essential	Desirable
Excellent interpersonal, communication and presentation skills with excellent attention to detail.	☒	
Effective time management or organisational skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines.	☒	
Excellent IT skills, including Microsoft Office software and previous experience of working with other systems and case management systems.	☒	
The ability to be creative and forward thinking, with a "can do" and solution focused attitude when faced with challenges that may require flexibility, adaptability and resilience.	☒	
Demonstrable coaching skills with the ability to bring out the best in people.	☒	
Flexible and responsive approach whilst understanding the context and people.	☒	
Other	Essential	Desirable
Current driving license, use of car and appropriate business use insurance.	☒	
Be able to display a thorough understanding and commitment to the protection and safeguarding of vulnerable people.	☒	



EMPLOYEE BENEFITS

Holidays: 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

Birthday: Enjoy an extra day off on your birthday.

Training & Development: 2 hrs per month to focus on learning and career development.

Reflective Practice and Monthly Coaching: An opportunity to evaluate actions and experiences to gain insights and improve future performance.

Employee Social Fund: An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

Employee Assistance Programme (EAP): This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

Pension: Peoples Pension scheme, contributions are 3% employer and 5% employee.

Life insurance: Five times salary.

Annual awards ceremony and celebration: An annual awards ceremony tied into a Christmas Party to celebrate the amazing work our employees do.

CLI Staffing Group: An active forum to share your opinions to influence and change the way CLI operates.

Wellbeing: Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

Volunteering Days: An opportunity to give back to the community.

Refer a Friend Scheme: An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

We are Gold accredited by Investors in People, accredited by the Living Wage Foundation and supporters of the Greater Manchester Good Employment Charter.



CLI VALUES

 **community** Inspire
led initiatives Transform
Flourish



People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.