

Creating Pathways to Independence
Recruiting People Who Make a Positive Difference

Job Description

Property Standards & Compliance Coordinator (South-West)

Location: Across Derventio Housing Trust's offices and project locations.

Accountable To: Head of Service – Housing & Support (South-West) (or above)

All contracts are based on a 40-hour week (pro rata where applicable).

This role requires the successful candidate to undertake an Enhanced Disclosure and Barring Service (DBS) check and disclose information that would otherwise be considered spent under the Rehabilitation of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

Job Purpose

The Property Standards & Compliance Coordinator plays an important role in ensuring Derventio Housing Trust delivers safe, compliant, well-maintained and high-quality homes that support residents to live safely, independently and with dignity.

Working across Derventio Housing Trust's property portfolio, you will coordinate property inspections, responsive repairs, planned maintenance, contractor performance and statutory compliance, helping ensure our homes consistently meet legislative requirements, organisational standards and residents' expectations.

Through effective property management, compliance monitoring and responsive repairs, the role contributes directly to Derventio Housing Trust's delivery of the Consumer Standards and our mission of Creating Pathways to Independence.

You will take ownership of repairs from initial identification through to completion, ensuring work is appropriately prioritised, completed to a high standard and accurately recorded. You will also contribute to improving property quality by identifying recurring issues, supporting preventative maintenance and continuously improving systems, processes and contractor performance.

Through professional practice, sound judgement and a proactive approach, you will contribute directly to safer homes, positive resident outcomes, regulatory compliance and the continuous improvement of Derwentio Housing Trust's property services.

Key Requirements

The postholder will be expected to:

- ◆ Work collaboratively as part of the Property Standards Team to deliver safe, compliant and high-quality housing services.
- ◆ Demonstrate Derwentio Housing Trust's values of Integrity, Transforming and Proactive in all aspects of their work.
- ◆ Deliver high-quality resident-focused and customer-centred service.
- ◆ Work in accordance with Derwentio Housing Trust's policies, procedures, legislative requirements and regulatory expectations.
- ◆ Understand how effective property standards, compliance and responsive repairs contribute to the delivery of the Consumer Standards.
- ◆ Demonstrate excellent organisational and time management skills.
- ◆ Prioritise competing demands effectively.
- ◆ Exercise sound judgement and attention to detail.
- ◆ Build positive professional relationships with residents, colleagues, contractors and partner organisations.
- ◆ Maintain accurate records and make effective use of digital systems.
- ◆ Contribute positively to continuous improvement across the Property Standards service.

Professional Practice, Competence & Conduct

The Property Standards & Compliance Coordinator is expected to maintain the highest standards of professional practice, competence and conduct at all times.

The postholder will:

- ◆ Work in accordance with Derwentio Housing Trust's Professional Practice & Leadership Framework.
- ◆ Maintain the knowledge, skills and professional competence required to perform the role effectively.

- ◆ Participate fully in Continuing Professional Development (CPD), supervision and mandatory learning.
- ◆ Demonstrate honesty, professionalism, integrity and accountability in all aspects of the role.
- ◆ Work in accordance with Derwentio Housing Trust's Code of Conduct and organisational policies.
- ◆ Maintain appropriate professional boundaries at all times.
- ◆ Recognise how the role contributes to compliance with the Consumer Standards and support the delivery of safe homes, quality services and positive resident outcomes.
- ◆ Promote a culture of learning, continuous improvement and professional excellence.

Duties & Responsibilities

Property Standards & Compliance

1. Carry out routine, scheduled and responsive inspections of Derwentio Housing Trust properties, identifying repairs, maintenance requirements, health and safety concerns and compliance issues.
2. Complete void inspections, property condition reports and associated documentation accurately, supporting the efficient turnaround of vacant properties.
3. Identify repairs through inspections, employee reports, resident feedback and routine property visits.
4. Coordinate repairs from initial report through to satisfactory completion, ensuring work is prioritised according to urgency, health and safety risk and organisational priorities.
5. Inspect completed works where appropriate to ensure repairs have been completed safely, effectively and to the required quality standard.
6. Escalate overdue, poor-quality or high-risk repairs promptly through the appropriate management channels.
7. Support compliance with statutory requirements, regulatory expectations and the Consumer Standards, including fire safety, gas safety, electrical safety, water hygiene (Legionella), health and safety and other relevant legislation.
8. Carry out statutory compliance inspections and other property inspections as required, ensuring findings are accurately recorded and actions completed.

Contractor & Repairs Coordination

9. Develop and maintain effective professional relationships with approved contractors and suppliers.

10. Liaise with residents, colleagues and contractors to arrange access, appointments and completion of repair works while maintaining excellent customer service.
11. Maintain contractor records, including insurance documentation, certifications, competencies and performance information.
12. Obtain quotations where required and ensure Derventio Housing Trust's procurement procedures are followed.
13. Monitor outstanding repairs and proactively manage contractor performance to ensure agreed timescales are achieved.
14. Facilitate contractor access, complete meter readings and undertake other property-related visits as required.

Property Information & Performance

15. Maintain accurate electronic records relating to repairs, inspections, contractor performance, compliance activity, photographs, costs and completion dates.
16. Produce accurate reports and management information relating to repairs, compliance, contractor performance and property standards.
17. Identify recurring maintenance issues and recommend long-term improvements to properties, systems and working practices.
18. Support the development of planned and preventative maintenance programmes that improve compliance, property standards and value for money.

Continuous Improvement

19. Identify opportunities to improve repairs processes, contractor performance, compliance management, property standards and resident satisfaction.
20. Maintain an up-to-date knowledge of housing legislation, Consumer Standards, compliance requirements and property management best practice, applying learning to improve services.
21. Attend supervision, training, team meetings and other meetings as required, maintaining professional competence and supporting organisational learning.

Corporate Responsibilities

22. Understand how the role contributes to Derventio Housing Trust's strategic objectives and supports the delivery of safe, compliant and high-quality homes.
23. Support Derventio Housing Trust's compliance with the Consumer Standards through high standards of professional practice and service delivery.

24. Comply with all Derventio Housing Trust policies and procedures, particularly those relating to Health & Safety, Safeguarding, Equality, Diversity & Inclusion, Confidentiality, Data Protection, Professional Boundaries and Customer Care.
25. Promote professional practice, integrity and continuous improvement in all aspects of the role.
26. Undertake any other reasonable duties commensurate with the responsibilities of the post.

Development & Training

Actively participate in induction, supervision, mandatory training and Continuing Professional Development (CPD), responding positively to new legislation, systems, technology and ways of working, and continually developing the knowledge, skills and professional competence required to perform the role effectively.

Health & Safety

Comply with all relevant health and safety legislation, policies and procedures, taking reasonable care for your own health and safety and that of residents, colleagues, contractors, visitors and members of the public.

Equality, Diversity & Inclusion

Promote equality, diversity and inclusion in all aspects of employment and service delivery, ensuring services are fair, accessible, respectful and responsive to individual needs.

Confidentiality, Data Protection & GDPR

Maintain the highest standards of confidentiality and comply with the Data Protection Act 2018, UK GDPR and Derventio Housing Trust policies when handling confidential or sensitive information.

Professional Boundaries

Maintain appropriate professional boundaries at all times with residents, colleagues, contractors, partner organisations and all others encountered in the course of your duties.

Safeguarding

Actively promote safeguarding by recognising concerns, taking appropriate action and supporting Derventio Housing Trust's commitment to protecting adults and children from abuse, neglect and harm.

Agreement of Job Description

I understand and accept the duties and responsibilities contained within this Job Description.

Signature

Employee name

Date
