

JOB DESCRIPTION

Job Title	Case Manager – Housing Compliance		
Directorate			
Reporting to	Housing Landlord Compliance Manager		
Grade	13		
Evaluation ref:	TR0253	Job Family ref:	
Role Purpose			
The Case Manager – Housing Compliance plays a vital role in ensuring the safety and legal compliance of Somerset Council's housing stock. Operating within the Property arm of the HRA service, the postholder undertakes statutory inspections and assessments across a range of residential properties, ensuring that fire safety, health and safety, and building standards are upheld in line with corporate and legislative requirements. This role is responsible for conducting on-site inspections, reviewing fire risk assessments, and identifying and resolving compliance issues, particularly those arising from tenant actions or retrospective works. The postholder works collaboratively with contractors, housing officers, and other stakeholders to maintain safe living environments and contributes to legal proceedings where non-compliance is identified.			
Accountabilities			
Undertake statutory compliance inspections across the Council's housing stock, including fire safety, health and safety, and domestic water risks. Review fire risk assessments and associated recommendations, ensuring appropriate actions are identified and escalated. Inspect completed works by contractors/installers to assess workmanship and suitability for purpose. Conduct inspections in occupied properties, including entrance doors, balconies, and communal areas. Liaise with Housing Officers to review and update Personal Emergency Evacuation Plans (PEEPs). Identify and resolve fire safety issues caused by tenant actions or retrospective works, proposing practical solutions.			

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Maintain and improve building information management records to support emergency response and compliance.

Prepare written evidence and reports for legal proceedings under the Landlord and Tenant Act 1985 and Building Safety Act 2022.

Collaborate with contractors and stakeholders to resolve defects and ensure compliance standards are met.

Provide feedback and reports to senior colleagues to support strategic decision-making and service improvement.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of housing compliance, including fire safety and health and safety regulations.	X	
Understanding of the Building Safety Act 2022 and its implications for social housing.	X	
Awareness of asbestos and legionella risks.		X
Experience		
Experience in social housing or block management	X	
Experience in stakeholder engagement and collaborative problem-solving		X
Familiarity with building information management systems		X
Qualifications / Registrations / Certifications		
GCSEs at Grade 4/C or above (or equivalent)	X	
NEBOSH or IOSH certification.		X
CIH qualification in Housing Management.		X
Skills		
Relevant IT skills for data input, retrieval, and reporting	X	

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Proficiency in MS Office and other relevant software/apps.	X	
Ability to speak fluent English (as per Part 7 of the Immigration Act 2016).	X	
Strong interpersonal and communication skills.	X	
Numerate and detail-oriented.	X	
Self-motivated, able to work independently and as part of a team.	X	
Flexible and responsive to incidents with minimal notice.	X	
Working Conditions		
Dimensions of the role		
Responsible for inspecting a wide range of council owned housing stock Works independently in the field, reporting findings to senior colleagues. Interfaces with contractors, tenants, housing officers, and legal teams. Supports legal compliance and contributes to enforcement actions. Uses specialist software and digital tools to record and report findings.		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: