



The Social Housing Regulatory Authority (the "SHRA") was established in August 2010 by the Minister of Human Settlements in terms of the Social Housing Act, No. 16 of 2008. The SHRA is classified as a public entity in terms of Schedule 3A of the Public Finance

Compliance Monitoring Officer (Ref: COMPOFF) - SEPTEMBER 2025

(Reporting to the Compliance Manager)

Parktown, Gauteng

Salary Negotiable

Purpose	
The main purpose of the Compliance Monitoring Officer is to: • monitor compliance with the Social Housing Act and its Regulations; • Proactively identify none compliance; work with SHRA's delivery agencies to remedy none compliance; • support enforcement action against Social Housing management agents who do not comply or have contravened the provisions of the Social Housing Act and any other legislation governing the social housing sector, and any other persons rendering social housing services without regulation.	
Key responsibilities	
Key Performance Areas	Activities
Compliance Monitoring	• Monitor and enforce compliance with legislation to ensure the protection of the Social Housing investment • Plan and perform on-site visits in terms of the risk-based supervision approach; • Conduct/ Manage building conditions inspections and tenancy audits by conducting site visits, collecting data, verifying data, making findings and recommendations as required • Assess and identify potential risks, develop proposals for dealing with and avoiding compliance risks, optimise existing processes and procedures, in line with the Social Housing legislative parameters • Implement the compliance plan by liaising with social housing delivery and management agents, scheduling compliance visits, collecting, collating and reviewing compliance documentation, verifying compliance against agreed standards and identifying anomalies and communicating these monthly • Monitor compliance; • Engaging social housing delivery and management agents on none compliance; • Report none- compliance to the relevant reporting structures; • Identify and monitor appropriate remedial action; Management of service providers in respect of services outsourced by the SHRA Compliance Unit;
Compliance Information Management and Reporting	• Conduct compliance awareness training internally and externally on social housing legislative framework; • Draft compliance reports by tracking performance and progress against compliance targets, analysing trends and patterns, making recommendations and drafting reports monthly and quarterly and recommend corrective actions where feasible

Programme Implementation and Information Support	• Conduct tenant management training/education to ensure understanding of the programme objectives • Ensure a compliant social housing sector through assessment of the tenant allocation lists in line with approved guidelines, policies and SH Regulations • Sector stakeholder engagement support and information sharing to ensure timeous sharing of any regulatory changes and updates to compliance guidelines (social housing policy implementation support) • Support the implementation of supply chain management processes (ToR drafting, participate in Bid Specific and Bid Evaluation Committees and Bid Adjudication-as end user, processes)
Compliance Support	• Support social housing delivery and management agents by identifying compliance anomalies, identifying potential support, providing feedback to the SHIs and ODAs • Support social housing delivery and management agents by providing input to facilitate achievement of the necessary levels of compliance, following up and tracking impact of support and initiatives by Support Sector Development and Transformation by providing input on compliance trends and patterns and guiding development of programmes and initiatives to support development of SHIs and projects • Attendance of board meetings to ensure governance support and improvement of the governance levels of the regulated agencies
Complaints Management	• Complaints handling, management and reporting (complaints handling system, database admin, referencing and monitor turnaround time); • Provide external stakeholder (National Parliament, National Department of Human Settlements, Provincial Department, etc response report and/or status quo
Regulations and Enforcement Support	• Support enforcement by identifying potential enforcement cases and compile and collate the relevant evidence on non-compliance. • Support the enforcement procedures by preparing the compliance notices/reports and any other relevant documentation as required; • Ongoing regulatory and enforcement support to ensure on point interventions to institutions put through enforcement process • Provide input into the review of the Social Housing Policy and Regulations, emanating from sector impact assessments in the course of normal compliance management processes
REQUIREMENTS	
Qualifications/Knowledge (including most relevant field of study) • Bachelor's Degree in Law or Commerce (NQF 7) • Required computer literacy, (<i>intermediate Excel</i>) • Post Graduate qualification in Compliance Management will be an added advantage • Previous work experience in a regulatory environment will be an added advantage	Experience • 5 -10 years compliance, in a regulatory environment or auditing experience • Property Management, Built Environment experience will be advantageous.
Leadership, technical and behavioural competencies	

• Strong analytical skills • Well-developed conceptual, analytical, and problem-solving skills with strong commercial judgement and decision-making ability • Excellent communication and interpersonal skills • Excellent negotiation and dispute resolution ability • Strong legal research and statutory interpretation skills • Report writing skills	• Strong focus on excellence • Ability to prioritise and manage multiple tasks • • Ability to work independently as well as part of a team • Strong relationship collaboration • Resilient • Takes initiative
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Note: SHRA reserves the right not to make an appointment or withdraw the advertisement. Appointments will be made in line with the Entity's Employment Equity Plan. Communications will be with short-listed applicants only.

To apply for the above position, please forward a relevant CV to recruitment@shra.org.za. **Please ensure that you use the reference (Ref: COMPOFF) in the subject line.** The closing date for applying is 17 September 2025
