



Information pack for the post of  
**Compliance Manager (Building Services)**  
Job reference number 1272  
**Closing date: Friday 29 August 2025 (noon)**  
Interview date: w/c 8 September 2025

**Guidance on completing the application form.**

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

**Disclosure and Barring Service (DBS)**

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:  
[www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)

**Politically Restricted Post**

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

**Additional Clearance**

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

## **Referees**

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

## **Evidence of information provided in your application form**

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

## **Equality and diversity**

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

## **Eligibility to work in the UK**

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of

employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

### **What happens after I submit in my application?**

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail [recruitment@spelthorne.gov.uk](mailto:recruitment@spelthorne.gov.uk) with any queries.

You are also able to apply online using [www.surreyjobs.info](http://www.surreyjobs.info)

**surreyjobs.info**  
A revolution for Public Sector jobs in Surrey  
[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)





## **Advert**

### **Compliance Manager (Building Services)**

**Salary £39,051 - £42,659 pa**

**Hours 36 per week**

This role is within the Asset Management Department, reporting to the Senior Building Manager.

You will be working in Building Services Team and will be involved in the organisation and supervision of Knowle Green FM Officers to ensure effective and smooth operation of Knowle Green Council Offices.

You will support the Council in ensuring that building maintenance and facilities management (FM) meet detail of the required service delivery in terms of compliance, responsiveness, quality of service and workmanship. The role will have responsibility for ensuring that the Council meet its statutory compliance obligations in all areas including gas safety, water safety, asbestos, electrical safety, fire safety and lift/LOLER requirements.

You will be responsible for the preparation of monthly performance reports, extracting data and monitoring trends, particular around compliance, ensuring information is shared across Building Services Team using the data to identify when compliance tests/inspections are required for municipal properties. You will have an eye for detail and will challenge the supply chain and contractors to address health and safety, quality, suitability or value for money issues that may arise and to escalate when necessary.

You will hold responsibility for supervision of Knowle Green FM Officers to ensure smooth running of an efficient and effective FM service management ensuring that Knowle Green Council Offices (building) effectively support its core functions and enhances the quality of life for its occupants.

You will assume responsibility for ensuring implementation of policies and procedures across Building Services so that statutory responsibilities are met ensuring Council's municipal properties remain safe and conducive to occupants including staff, contractors and members of the public.

You will ensure that consistent processes and procedures are in place across building services to meet legislative and regulatory compliance standards, including close liaison with other officers within the Council about insurance, building control, health and safety.

What we're looking for from you

- A proven track record working in a varied, hands on, property maintenance and FM role. You should be experienced in delivering a superior service to all stakeholders across the business. You must have excellent attention to detail, be able to prioritise and manage your workload and be comfortable working alone or as part of a team.
- Drive, enthusiasm, flexibility and an ability to work in a fast-paced environment. Excellent communication skills are also a necessity.

For an informal chat about this post please contact Alfred Osawe on 01784 446 280 or email: [A.Osawe@spelthorne.gov.uk](mailto:A.Osawe@spelthorne.gov.uk)

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

**Closing date: Friday 29 August 2025 (noon)**

Interview date: w/c 8 September 2025

**To apply please use the 'apply online' button below.**

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful.

All shortlisted applicants will be contacted via email after the closing date.

*Working towards equal opportunities*

**Strictly No Agencies**



## Job Description

**Date Prepared:** June 2025

**Post Title:** Compliance Manager (Building Services)

**Post Number:** 4348                      **Grade:** M1

**Directorate:** Building Services and Facilities Management

**Section Head:** Asset Manager

**Report To:** Senior Building Manager

**General Duties:** To support the Council in ensuring that building maintenance and facilities management (FM) meet detail of the required service delivery in terms of compliance, responsiveness, quality of service and workmanship. The role will have responsibility for ensuring that the Council meet its statutory compliance obligations in all areas including gas safety, water safety, asbestos, electrical safety, fire safety and lift/LOLER requirements.

The role will be responsible for the preparation of monthly performance reports, extracting data and monitoring trends, particular around compliance, ensuring information is shared across Building Services Team (BST) using the data to identify when compliance tests/inspections are required for municipal properties. You will have an eye for detail and will challenge the supply chain and contractors to address health and safety, quality, suitability or value for money issues that may arise and to escalate when necessary.

The role will hold responsibility for smooth running of an efficient and effective FM service management ensuring that Knowle Green Council Offices building effectively support its core functions and enhances the quality of life for its occupants.

The role will assume responsibility for ensuring implementation of policies and procedures across Building Services so that statutory responsibilities are met ensuring Council's municipal properties remain safe and conducive to occupants including staff, contractors and members of the public.

The role will be responsible to the Senior Building Manager (SBM) in the managing, monitoring and delivery of a high quality and robust compliance and responsive service ensuring that the Council always remain compliant in regards of its statutory obligations

The role will ensure that consistent processes and procedures are in place across building services to meet legislative and regulatory compliance standards, including close liaison with other officers within the Council about insurance, building control, health and safety.

You will support the Senior Building Manager

Working with SBM, to ensure high levels of customer service to our staff and building occupants meets best practice – through a clear understanding of customer and service needs.

**General  
Responsibilities:**

**Equal Opportunities:**

The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

**GDPR:**

The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

**Health and Safety:**

The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

**Essential  
Requirements:**

Experience of working within a Building Services/Facilities Management (FM) team within a Council or a similar body or in the commercial sector.

Knowledge of legislation relevant to FM and building maintenance

Good interpersonal skills and responsive to competing priorities

Proactive and good approach to problem solving

Experience of procuring and managing advisors, consultants and contractors

Experience of managing budgets and business activities from a financial perspective

Good level of IT skills, and ability to use Microsoft Word, Excel, E-mail, Internet, etc.



Experience of coordinating and developing a range of diverse services.

Experience of working under pressure to meet deadlines.

Willingness to be flexible regarding working hours to enable priorities to be met

Able to work independently and on own initiative

**Particular duties and responsibilities:**

1. To be responsible for ensuring Council's municipal properties performance adhere to all relevant regulations, standards, and legal requirements.
2. To assist SBM to ensure that effective management of compliance activities, servicing, planned and reactive maintenance works are undertaken to support service delivery needs while meeting statutory compliance requirements and ensure ongoing operation of Knowle Green Council (KG) Offices and other Council's municipal properties
3. To provide operational and visual leadership through facilities management service delivery to achieve operational needs for KG Council Offices and asset maintenance compliance of municipal property portfolio through planned, reactive and all other required activities.
4. To ensure that the Council's municipal property portfolio is operated and maintained safely and efficiently in accordance with required legislation and industry best practice
5. To continuously review maintenance programmes, schedules, and procedures to ensure optimal functioning of facilities and equipment throughout Council's municipal property portfolio.
6. To continuously monitor risks in relation to building compliance and implement remedial actions and ongoing activities to ensure all risks are adequately controlled or highlighted for remediation.
7. To manage activities through Dwellant (maintenance management portal) system, ensuring that planned, preventative and reactive maintenance tasks are validated from inception to completion, provide regular reporting on statutory compliance and maintenance activities.
8. To ensure the accuracy of data being input into Dwellant and Planned Preventative Maintenance sheet, undertaking regular reviews and audits to maximise the reliability of compliance reporting.
9. To deliver a customer focused service, managing relationships and engaging with Council partners and clients to deliver valuable updates and gathering feedback to implement effective change.
10. To contribute to the formulation of strategy and policy for the effective management of Council's municipal property portfolio.
11. To ensure the Council keeps up to date with any changes in legislation or statutory duties in relation to Municipal Property Compliance as well as continuously reviewing and implementing industry best practice.

12. To ensure effective systems and processes are in place to capture, record, monitor and improve the status of statutory and legislative compliance in relation to Facilities management services.
13. To provide advice for service development options, which will improve existing services, deliver cost efficiency and take advantage of the latest technical solutions and innovations.
14. To manage compliance activities and relevant repair contract and ensure that compliance certification and documentation is accurate, robust and suitably stored to evidence compliance.
15. To liaise with other agencies, bodies and Council departments to co-ordinate projects
16. To act as Client's Project Manager on building related Capital Works schemes and be conversant with all aspects of the current CDM Regulations, specifically with the duties of the CDM Co-ordinator.
17. To assist in preparation for internal and external quality audits and monitor quality control standards within the department.
18. To work outside of normal office hours, (approximately once a month) for example at evenings and weekends, to meet the needs of the service.

Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

## Person Specification

**Post: Compliance Manager (Building Services)**

**Post number: 4348**

Key job requirements	Desirable/ essential	Testing mechanism
<b>1. Skills</b>		
Excellent organiser of resources and the ability to procure and manage contracted service providers.	Essential	Application
Ability to demonstrate a wide range of problem solving, organisational, FM services and implementation, report / strategy writing and team leadership skills	Essential	Interview
Competent in the use of IT packages, including word, excel and outlook	Essential	Application / Interview
Experience of creating spreadsheets and knowledge of KPI software packages	Essential	
Ability to identify, assess and mitigate risks related to property safety and quality.	Essential	Application
Good interpersonal and communication skills with ability to engage with stakeholders at all levels and have excellent influencing, negotiation and engagement skills.	Desirable	Application
Ability to work under pressure and achieve results.	Desirable	Application
<b>2. Experience</b>		
Minimum of 5 years' experience of FM or building maintenance, contract procurement, contract administration and project management activities in similar environment	Essential	Application / Interview
People management experience working across multiple disciplines and the ability to supervise KG FM Officers.	Essential	Application / Interview

**Post: Compliance Manager (Building Services)**

**Post number: 4348**

<b>Key job requirements</b>	<b>Desirable/ essential</b>	<b>Testing mechanism</b>
Experience of actively assisting with compliance delivery for; Gas, Electric, Water Hygiene, Lift Maintenance, Asbestos and Fire Safety	Essential	Application / Interview
Ability to develop, lead, plan and manage change, service improvement processes and performance for the good of the Service and the Council using innovative approaches.	Desirable	Application / Interview
Knowledge and experience of working at an operational management level in a similar field within public or private sector.	Desirable	Application
Experience of managing contractors' quality and performance including performance management in the context of service contracts, able to establish and be able to monitor effective KPIs and take action to correct under- performance.	Desirable	Application
Working in political environment	Desirable	Application
<b>3. Knowledge</b>		
Knowledge of building maintenance statutory requirements, legal obligations and health & safety at work affecting hard and soft facilities management in municipal properties.	Essential	Application / Interview
Working knowledge of managing Building Management System (BMS) focusing on real-time monitoring and control of building systems.	Desirable	
Knowledge of current legislation covering all areas of statutory compliance for effective asset management and development.		
<b>4. Qualifications</b>		
Educated to HNC or equivalent level or equivalent qualification in Facilities Management or other property related subject with minimum of 3 years' experience in a similar role, or equivalent demonstrable career experience.	Essential	Application / Interview

**Post: Compliance Manager (Building Services)**

**Post number: 4348**

<b>Key job requirements</b>	<b>Desirable/ essential</b>	<b>Testing mechanism</b>
<p>Membership of IWFM, RICS CIOB or other relevant institution, or working towards becoming a member.</p> <p>Demonstrable practical experience in buildings maintenance, facilities management or project management.</p> <p>Evidence of a commitment to continuing professional development.</p>	<p>Desirable</p> <p>Essential</p> <p>Desirable</p>	<p>Application</p> <p>Application</p>
<b>5. Personal Qualities</b>		
<p>Excellent communication and presentation skills</p> <p>Strong interpersonal skills and the ability to build effective working relationships.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to multi-task in a fast-paced environment while maintaining an exemplary level of organisation, productivity and accuracy</p> <p>Highly analytical with strong attention to detail</p> <p>Reliable and punctual</p> <p>Willingness to work outside of normal office hours, (approximately once a month) for example at evenings and weekends, to meet the needs of the service</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Application</p> <p>Application</p> <p>Application</p> <p>Application</p> <p>Interview</p> <p>Application / Interview</p>