

 St Albans City & District Council	Job Description and Person Specification	
Job Title	Compliance surveyor – mechanical, heating and water	
Post Number	P2459	JE Ref:
Grade	PO1	
Other Payments	Essential car user allowance, Professional Membership Fees, Standby Payments	
Job Family	Principal Officer Team	
Directorate/Service	Community and Place Delivery/Housing	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	37	
Accountable to	Safety and Risk Manager - Housing	
Date created/ reviewed	November 2025	

JOB DESCRIPTION FOR COMPLIANCE SURVEYOR (MECHANICAL, HEATING AND WATER)

Job Purpose

This role plays a key role in contributing to the safety and quality of our housing stock, ensuring compliance with policies and regulations, and driving improvements across gas, water, engineering services and seeking alternative green energy solutions.

The post holder will be responsible for carrying out capital and revenue works within the Councils housing portfolio. This will cover repair, maintenance and replacement of associated equipment relating to the relevant work stream.

This job will mainly deal with gas and water work streams. However, this role will play a pivotal role in identifying opportunity and alternative solutions to gas as a primary heat source, including identifying opportunity for other energy saving measures to help the Council meet its climate emergency aspirations.

Accountabilities

1. Provide expert technical support across the Housing Department, contributing to, operational excellence, adherence to the Social Housing Regulatory Act and its objectives.
2. Inspect, audit, and manage repairs, installations, and maintenance of gas and water systems in domestic and commercial Council owned properties.

3. To identify new initiatives relating to health and safety, water distribution and heating systems relating to Social housing, preparing option appraisals and recommendations to move to achieve more sustainable housing stock.
4. To analyse and propose new procurement initiatives, new products, sustainable technologies and energy saving measures. The postholder will monitor expenditure against relevant budget and ensure this is being appropriately tracked. This will include making appropriate recommendations to budget holder on best products or initiatives with responsibility sitting with manager.
5. Collaborate with contractors to ensure high-quality, cost-effective service delivery that meets compliance standards and the needs of residents.
6. Responsible for ensuring health and safety compliance, conducting quality assurance checks, and supporting legal cases with technical expertise.
7. Monitor contractor performance and manage contracts within agreed parameters, ensuring effective service continuity, resident engagement, resident consideration and customer satisfaction.
8. Assist in the management of quality assurance and mechanical services contracts, reporting directly to the Safety and Risk Manager.
9. To assist in all Health and Safety and compliance related matters, including (but not limited to) preparing and maintaining risk assessments, asbestos register, PPE registers. If required, to act as Health and Safety Co-ordinator for the team.

Demands

Ability to deal with verbal abuse and aggressive behaviour up to 15 minutes, 2 times per week
The ability to deal with interruptions and reorganising own workloads 2-4 times on a daily basis at an average of 20 minutes
Potentially hazardous situations encountered in dealing with residents who have mental / drug / behavioural issues when visiting or working in their homes up to 60 minutes once a month
Climbing stairs, ladders, scaffolding whilst in the operation of duties. Up to 10 minutes 2/3 times a week
Driving for up to 45 minutes, up to 15 times per week

Working Conditions

Working at heights on construction projects for up to 15 minutes, 2 times a month
Working in restricted or confined spaces up to 30 minutes 3 to 5 times a week

Working in poor/extreme weather conditions and inclement weather conditions up to 30 minutes at an average of 5-10 times a month

Working in “dirty” areas where they may be a risk of sharps, needles, contaminates, etc, up to 30 minutes, 1-2 times a month

Other Employment Requirements

To assist the Asset management team with the delivery of capital projects, responsive repairs and other planned maintenance of commercial and other non-housing properties. This could involve working on projects or providing cover or support on a particular issue.

To be available to assist with departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements, and to take part in the Out of Hours Repairs Service Standby rota.

This job may be suitable for occasional home working.

To attend occasional evening/weekend meetings up to 6 times per year, and meeting with stakeholders outside of normal working hours up to 12 times per year.

ROLE SPECIFIC PERSON SPECIFICATION COMPLIANCE SURVEYOR				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	Educated to degree or equivalent level	X		
Q2	Gas Safe registered or a level 3 Gas Qualification with industry experience	X		
Q3	Valid UK driver's licence with ready access to a vehicle.	X		

Q4	Legionella related qualification or applied knowledge	X		
Q5	IOSH qualification or be willing to obtain one within a short period in post.	X		
Q6	Evidence of continuous professional development		X	
Q7	Membership of professional electrical institution		X	
Knowledge				
K1	Strong knowledge of Gas Safety Regulations and Control of Asbestos Regulations 2012, developing risk-based strategies for the prevention of legionnaire's disease in Council properties.	X		
K2	Knowledge and/understanding of energy saving technology and how this can be encompassed into a modern social housing environment.	X		
K3	Up to date knowledge of relevant legislation, regulations, standards and core disciplines of work area including DDA Act 1995, Health & Safety at Work Act, CDM Regulations, Building Regulations, Control of Asbestos Regulations 2012, Social Housing (Regulation) Act 2023, Building Safety Act 2022.	X		
K4	Knowledge and understanding of: <ul style="list-style-type: none"> – managing building contracts including JCT Minor Works, JCT IFC, and JCT MTC – preparation of tenders and contract documentation in accordance with accepted professional practice and the Council's standing orders, and European and UK Government guidelines – preparing plans and applications for Planning and Building Control Approval – non-traditional methods of procurement, i.e. partnering contracts – traditional and non-traditional construction methods, building defect analysis and repair to both traditional and non-traditional buildings to a high level – project management from client brief to handover and managing external building contractors and partnership working – performance management and target setting – tenant and stakeholder engagement 		X	

K5	Commitment to and clear understanding of equal opportunities	X		
K6	Strong understanding of health and safety issues relating to gas and unvented water systems and appropriate surveying solutions.	X		
K7	Knowledge of Microsoft Office Suite, Orchard, CAD and other work specific software packages	X		
K8	Understanding of the Social Housing (Regulation) Act 2023	X		
Experience				
E1	Extensive previous experience of successfully undertaking a surveying role with specific experience in plumbing and unvented hot water systems. This should include experience of diagnosing, repairing, and maintaining domestic and commercial heating and water systems, including cold-water storage tanks.	X		
E2	Experience of delivering service objectives for a work area with health and safety responsibilities, including successful completion of projects and programmes of work	X		
E4	Experience of producing robust and quality option appraisals on gas and unvented hot water related schemes.		X	
E5	Experience of monitoring complex budgets and preparing and competing for funding from external sources		X	
E6	Experience of working on projects which aim to move away from fossil fuel technology and seek carbon reduction alternatives for the housing portfolio.		X	
E7	Experience of Asset Management software		X	

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)