



Role Profile

Role Title: Compliance and Maintenance Officer

Service Area: Customer & Corporate Services

Band: 7

Reporting to: Compliance and Maintenance Manager

Responsible for: N/A

Purpose

To provide client-side compliance assurance and facilities maintenance oversight for specific council owned sites, with primary responsibility for the Watford Colosseum and the Town Hall / Museum & Innovation Hub.

The role ensures that statutory compliance and maintenance responsibilities are met by tenants, operators and contractors across these corporate sites, and across community assets plus investment assets, where required. This includes identifying and escalating risks appropriately and ensuring that remedial actions are tracked to completion.

The postholder also provides FM-related client management, acting as the council's day to day liaison with occupiers and operators of the Town Hall and the Colosseum to ensure that building-related issues, responsibilities and expectations are clearly understood, managed and fulfilled.

The postholder provides the Council's assurance on compliance and maintenance matters and supports the Compliance and Maintenance Manager in relation to other operational Council buildings as required.

Key responsibilities

Compliance Assurance

- Monitor statutory compliance across assigned council owned properties.
- Review compliance documentation (e.g. certificates, reports, inspection outcomes).
- Identify gaps, risks or overdue actions and escalate appropriately.
- Maintain clear audit trails and compliance records.
- Manage the delivery of compliance and maintenance programs of work as required

Colosseum Facilities Oversight

- Act as the council's operational liaison for facilities maintenance and compliance at the Watford Colosseum.
- Liaise with the venue operator and FM assurance provider on maintenance and compliance matters.
- Review maintenance requests and determine responsibility.
- Track and progress actions arising from inspections and reports.

Town Hall / Museum and Innovation Hub

- Support compliance and facilities management arrangements.
- Assist with establishing compliance regimes and maintaining records.
- Monitor ongoing compliance once operational.

Tenant and Lease Compliance

- Monitor tenant compliance with statutory and maintenance obligations.
- Request and review evidence of compliance.
- Provide advice and guidance to tenants where issues arise.
- Work with the Property team and tenants to agree and track remedial actions.

Maintenance Coordination

- Identify and log maintenance issues arising from compliance reviews, inspections, reports and site visits.
- Review planned preventative maintenance (PPM) schedules to ensure they are accurate, up to date, and reflect statutory, contractual and operational requirements; liaise with contractors and internal teams to address gaps, overdue tasks or emerging risks.
- Commission and oversee the delivery of more complex repairs and small-scale refurbishment projects by approved contractors, ensuring works are completed to agreed timescales, budgets and quality standards.
- Ensure that all works undertaken by contractors, and any tasks completed by the postholder, fully comply with the council's health & safety policies, procedures and safe systems of work.
- Escalate structural, high-risk or technically complex issues promptly to the Facilities Manager or relevant council teams.

Systems, Records and Reporting

- Maintain accurate records on the CAFM system (Concerto).
- Provide updates and reports to support audits and management oversight.

Health & Safety

- Ensure works overseen by the role comply with council health & safety policies.
- Escalate health & safety concerns promptly.

General

- Build effective working relationships with internal teams, tenants and contractors.
- Undertake any other reasonable duties consistent with the grade of the post.
- Take personal responsibility for promoting equality and diversity throughout the council and ensuring that your job responsibilities are carried out with due regard to the council's Equality, Diversity and Inclusion Policy.
- Champion and exemplify our core values, enabling our people to flourish in a dynamic and agile workplace where they can be their very best.
- You may be required to undertake duties on behalf of the Electoral Registration Officer and/or the Returning Officer relating to the registration of electors and the organisation of elections i.e. processing postal votes, canvassing properties during office hours.
- You may also be required to undertake duties to help to deliver Council Services during times of local or national emergencies. This may include duties outside your usual role and/or at a different location.

Specific Knowledge, Skills and Expertise

- Relevant technical or facilities management experience, for example through a recognised apprenticeship or training programme in a core trade (e.g. electrical, mechanical, building), or equivalent experience in a property, FM or compliance environment.
- Sound understanding of statutory building compliance, supported by experience in compliance monitoring, assurance, contractor oversight or client-side FM roles.
- Strong organisational, planning and communication skills, with the ability to manage multiple tasks, deadlines and priorities effectively.
- Experience working in environments requiring extensive liaison with building occupiers and operators, including the ability to build productive working relationships with third-party operators such as AEG (Colosseum), and with the Town Hall Innovation Hub and Museum staff.
- Ability to provide clear, confident and constructive challenge when reviewing compliance documentation, maintenance requests or operator/occupier responsibilities.
- Practical knowledge of Health & Safety, including risk assessments, COSHH requirements, and IOSH Managing Safely or equivalent training (or willingness to obtain).
- IT literacy, including confidence using CAFM systems (Concerto), databases and standard office software tools to record, track and report compliance information.
- Experience working with complex or heritage buildings, or the ability to quickly understand building-specific constraints and risks.
- Knowledge of landlord and tenant responsibilities and the ability to apply these to real-world maintenance or compliance scenarios.
- Understanding of modern procurement processes and procedures, including the ability to obtain quotes, ensure value for money, and follow internal governance requirements.
- Proven ability to manage and monitor contractors, ensuring planned and reactive works are delivered to specification, quality standards and health and safety requirements.
- Strong stakeholder management skills, with the ability to maintain effective working relationships with internal teams, external operators, tenants, contractors and community partners.

Key Relationships

- Customer and Workplace Experience Lead
- Compliance and Maintenance Manager
- Technical Administrator
- Building Managers
- AEG and other site operators
- Multi-Skilled Facilities Officers
- Support Service Manager
- Property Team
- Contractors
- Members of the public
- Wider Council functions and staff