

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Compliance Manager – Property (FTC 23 months)</b>		
<b>Directorate:</b>	<b>Place</b>	<b>Salary:</b>	<b>£48,955 - £54,189 p.a. Including: £729 London Weighting</b>
<b>Section:</b>	<b>Property</b>	<b>Grade:</b>	<b>BG-E SCP 37 - 42</b>
<b>Location:</b>	<b>Time Square</b>	<b>Work Style:</b>	<b>Hybrid</b>

### Key Objectives of the role

This post will continue to develop as working practices change in order to meet the demands of the service, new legislation and/or policies of the council. It is expected that you will contribute to and assist in the development of such changes.

You will be responsible for leading on the Property compliance function (gas, electrical, water hygiene, asbestos, fire safety, lifts and escalators, lightning conductors etc) across our commercial and retail, leisure, adult social care and other operational properties ensuring compliance with all statutory regulations, Approved Codes of Practice (ACOP), official standards and best practice.

Overseeing and instructing contractors to complete compliance testing and remediation of the council's directly managed properties and monitoring and audit of both directly managed properties and outsourced managed properties, i.e. those properties that are contract managed, where the service provided is by third parties, via contracts with commissioned providers.

Providing regular management reporting on standards of property compliance to the Assistant Director Property for assurance purposes and onward reporting to the Strategic Risk Management Board of the council.

Procure and manage service contracts in line with council's contract procurement rules.

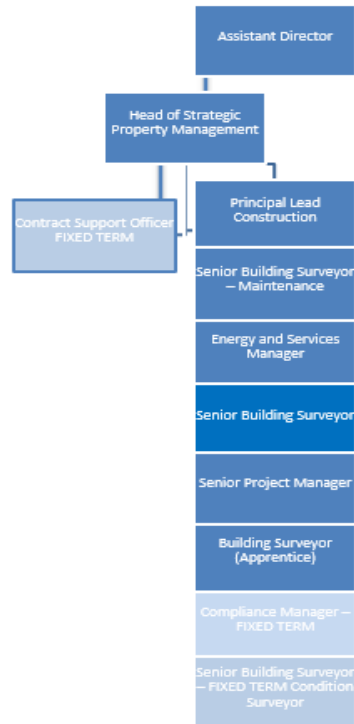
### Designation of post and position within departmental structure

The Place directorate undertakes the council's core services and supports the work of the council's other departments.

This post is within Property, the division of the directorate which deals with the council's building and property functions.

The post reports to the Head of Strategic Property Management who is responsible to the Assistant Director Property. Property has staff of 21 and covers property services, strategic property

management and estate management, construction and maintenance including property compliance, health and safety and facilities management.



## Daily and monthly responsibilities

An excellent understanding of technical services carried out within buildings, including principles of building and facilities management contracts, planning, building regulations and Approved Codes of Practice.

Overall responsibility for all compliance for properties controlled and managed by the Property division.

Design and implement effective data management systems, processes, policies, and programmes to improve and monitor overall compliance and provide assurance to the council or highlight failures where remediation is required.

Liaise directly with partners and providers on a regular basis to complete contract management within timescales as required. This may include monthly, quarterly and annual meetings.

Support providers to establish regular compliance meetings to provide updated information on standards of all elements of health and safety of buildings owned and occupied by the council, for example, monthly water safety meetings.

The Compliance Manager is to provide regular reports to the Assistant Director of Property and Commissioning to provide and demonstrate assurance of ongoing statutory compliance and regulatory compliance to a high level of satisfaction to all stakeholders and will include formal reporting to the Strategic Risk Management Group of the Council.

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Conduct regular audits and inspections to ensure ongoing compliance.

Ensure that all policies and procedures for the service are reviewed to ensure adherence with regulations, legislation and good practice

Ensure policies and processes are in place for the service to maintain accurate and accessible records.

Participate in commissioning contract management meetings as required.

To ensure that the Council's obligations and statutory duties are met, including but not limited to asbestos, F Gas, gas servicing, electrical systems, water hygiene, fire safety, lifts, escalators, lightning conductors and LOLER and PUWER regulations. These are to be carried out using best practice adhering to all relevant legislative and regulatory requirements within agreed timescales and budgets. Arrange for remedial works to be completed by contractors to avoid loss of use of buildings or loss of use to the services who occupy the buildings.

Work collaboratively and efficiently using the CAFM dashboard system to accurately report service data and costs by premises, assets, services and collate information, monitor performance and produce a range of statistical facts for reporting.

Support all staff within the Property team regarding compliance matters.

Foster a culture of compliance and continuous improvement within the team.

Proficient in the use of Microsoft Word, Excel, Outlook and the ability to use PowerPoint.

Examine and improve auditing processes to resolve and prevent compliance issues as soon as is practicably possible.

Develop and update property related compliance procedures and policies in line with current legislation and best practice. Produce reports as required for senior managers covering areas such as procedures, performance, processes and statutory compliance responsibilities.

Monitoring reports to be provided, identifying actions where needed and improvement measures as required.

Develop and maintain plant asset / life cycle data to ensure good working practices and statutory compliance.

Continual professional development to maintain knowledge in compliance legislation and best practice.

Manage compliance effectively to current standards, acting independent of the nature of any failure to meet specific standards.

Ensure compliance related risks are monitored within a strategic risk register.

Prompt response to complaints in line with the relevant procedures and policies.

Support the wider Property team in the development and delivery of the capital and cyclical programmes of work.

Ensure all contracts are effectively managed, with safety being at the forefront of the service delivery.

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Procure and manage service contracts in line with council's contract procurement rules.

Ensure contractors meet performance and compliance standards.

Negotiate contract terms and conditions to achieve best value for the authority.

Challenge service providers as required to ensure compliance and best practice are being achieved.

Managing and overseeing maintenance contracts.

Manage the re-procurement of council service contracts, to ensure buildings are maintained up to the current standard.

To support the implementation of the one Corporate Landlord Model and provide technical support for all council assets.

### Scope of role

Ensure that all compliance, servicing and maintenance (including but not limited to gas, electrical, water hygiene, asbestos, fire safety, lifts and escalators, lightning conductors etc) are carried out within agreed timescales and budgets adhering to any legislative and regulatory requirements, specifications, contract documentation and industry best practice on behalf of the council.

Procure and manage service contracts in line with council's contract procurement rules.

Report on remedial works and actions and ensure these are implemented to maintain compliance.

To ensure that a high standard of quality control is maintained on service contracts and remedial repair works.

Oversee the delivery of responsive, cyclical and planned maintenance programs for electric, gas, asbestos, water hygiene, fire safety and lifts.

To liaise with all stakeholders and other departments in an advisory and guidance capacity, seeing through improvement plans and action plans with providers, actioning contractual penalties where required.

The post will provide assurance on maintenance, health and safety and facilities management of the identified properties.

Develop relevant standard operating procedures and update council policies and protocols as required. Working collaboratively to support strategies to ensure an effective compliance regime is in place to align with the councils overall aims.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<p>HND and / or Degree in Facilities Management / Construction Project Management / Building Surveying (RICS accredited) or equivalent experience.</p> <p>IOSH qualification or equivalent.</p>	<p>IWFM Member or Associate / Member of RICS or CIOB.</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Evidence of continuing professional development.</p> <p>Demonstrable experience in property compliance function or facilities management in a relevant and comparable complex organisation.</p> <p>Proven high standards of written and verbal communication skills. Including IT skills with a working knowledge of Word, Excel, Outlook, Powerpoint and MS project.</p> <p>Proven high standards of organisational skills with the ability to offer innovative solutions to problems.</p> <p>Proven experience in managing contracts and construction projects.</p> <p>Proven record of ability in leading, managing and delivering strategic organisational change.</p> <p>Good understanding of CAFM systems and running compliance reports.</p> <p>Ability to schedule workloads and to work to deadlines, particularly under pressure.</p> <p>Working knowledge of building regulations.</p> <p>Ability to chair meetings and inspire confidence among a wide range of service users. Experience of delivering servicing and maintenance projects.</p>	<p>Knowledge of local authority procedures.</p> <p>Experience of delivering projects and programmes.</p> <p>Experience of managing a consultant.</p> <p>Knowledge of procurement regulations.</p> <p>Experience of dealing with partnering contracts.</p> <p>Knowledge / experience of all regulatory property, compliance requirements including those that apply to hospitals, education and care home settings as well as those that apply to publicly accessible buildings.</p>

	<p>Working and detailed knowledge of health and safety legislation, including CDM regulations.</p> <p>Demonstrable experience of supervision of contractors and consultants.</p> <p>Able to work alone unsupervised or as part of a team.</p>	
<b>Work-related Personal Requirements</b>	<p>Caring attitude to service users and a commitment to public sector delivery.</p> <p>Commitment to the provision of quality services, sensitive to the needs and preferences of clients.</p> <p>A proven ability to meet deadlines.</p> <p>Displays an aptitude to be solution focussed and can demonstrate successful delivery.</p> <p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p>	<p>Ability to negotiate with a variety of stake holders.</p>
<b>Other Work Requirements</b>	<p>A satisfactory enhanced Disclosure and Barring Service check.</p> <p>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.</p> <p>This post is exempt from the Rehabilitation of Offenders Act 1974</p> <p>Able to carry out regular inspections, including vacant sites, confined spaces, use of steps, ladders, access towers, scaffolding and working at heights.</p>	
<b>Role models and demonstrates the Council's values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p>	

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We make our values real by demonstrating them in how we behave every day.

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**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

