



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Compliance Manager
Job Reference	TBC
Service	Children, Adults, Health and Housing
Team	Housing Services
Location	Shute End
Reports to	Strategic Asset Manager
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	3 x FTE Compliance Officers as well as agency staff and third party contractors
Grade	Grade 11
Contract Type	Permanent and Full Time (37 hours)

1.	Lead the delivery of housing compliance programmes ensuring statutory landlord obligations are met, legislative and regulatory changes and industry best practice are implemented, and all activities support resident safety, satisfaction and compliance with the Regulator of Social Housing's Consumer Standards.
2.	Lead the strategic and operational management of compliance contractors and consultants, monitoring performance against contractual requirements, key performance indicators and service standards, leading contract reviews and improvement plans, and securing value for money while maintaining compliance and service quality.
3.	Ensure compliance with all relevant legislation, Approved Codes of Practice and regulatory requirements by leading internal and external audits and inspections, maintaining robust compliance assurance frameworks, and preparing evidence and submissions for regulatory reviews, internal audit and governance scrutiny.
4.	Maintain strategic oversight of compliance risks across the housing portfolio, ensuring remedial actions arising from inspections, audits and risk assessments are tracked to completion, significant compliance and business risks are escalated appropriately, and effective business continuity and emergency response arrangements are maintained.
5.	Ensure accurate and auditable compliance records are maintained across all housing assets by overseeing the management and validation of statutory certification and documentation, maintaining data integrity within housing and compliance systems including NEC, and driving continuous improvement in data quality, reporting and assurance processes.
6.	Develop and monitor compliance performance indicators, analyse trends and emerging risks, recommend corrective action, and provide timely reports on compliance status,





	programme performance and legislative developments to senior management, elected members, governance boards and regulatory bodies.
7.	Manage revenue and capital budgets for compliance programmes, monitoring expenditure and forecasts, approving variations and expenditure within delegated authority limits, and supporting procurement exercises and contract renewals to achieve effective financial control and value for money.
8.	Ensure resident health, safety and wellbeing remain central to all compliance activities by supporting effective engagement and communication on compliance works, investigating and responding to complex complaints, enquiries and Ombudsman cases, and promoting a positive customer experience and improved Tenant Satisfaction Measures.
9.	Lead, motivate and develop a high-performing compliance team by setting clear objectives, monitoring performance, supporting professional development, fostering a culture of accountability, collaboration, customer focus and continuous improvement, and maintaining effective succession planning and business resilience arrangements.
10.	Lead and support the development, implementation and review of housing compliance strategies, policies, procedures, management plans and operational processes, ensuring alignment with statutory obligations, regulatory requirements and sector best practice. Maintain awareness of local, regional and national developments, legislative changes and emerging compliance risks to inform service delivery and continuous improvement.
11.	Where this role requires a professional qualification, registration or licence or membership, you must obtain and maintain this throughout your employment and provide evidence upon request. You must also maintain the knowledge, skills and behaviours required by your role in line with the Regulator of Social Housing's Competence and Conduct Standard and participate in any training or development required by the Council. Failure to maintain mandatory requirements may affect your ability to continue in the role.
12.	The postholder will be required to work flexibly to meet the needs of the Asset Management team, and the wider Housing Service, which may require deployment to support other functions and workstreams, appropriate to the grade and associated responsibilities.

Person Specification	Essential	Desirable
Education/Qualifications	A qualification at Level 4 of the UK's Regulated Qualification Framework (RQF) associated to asset management, building or property services, housing service or equivalent sector related qualification. Evidence of continuing professional development. A Full UK driving licence.	Health & Safety Qualification (e.g. IOSH, NEBOSH) Leadership and management qualification (e.g. ILM) Professional membership (e.g. CIH, RICS, CIOB or equivalent)
Experience	Minimum three years' experience in delivering compliance services within a local authority, registered provider or similar social housing environment. With experience of, managing statutory compliance programmes and adhering to relevant housing legislation, regulations and standards. Experience of managing teams and contractors delivering compliance contracts and the associated works.	Experience in managing major compliance improvement programmes Experience in implementing compliance management systems.





	Experience of contributing to asset management strategies, and plan, including capital investment planning. Experience of managing health and safety, safeguarding and resident safety within a compliance service. Experience of managing budgets, contracts and financial performance within a compliance or repairs and maintenance contract.	
Skills/Knowledge	Understanding of the Housing Ombudsman Complaint Handling Code and Regulator of Social Housing Consumers Standards framework. Strong operational leadership skills with the ability to provide technical guidance to resolve complex matters. Highly organised to manage competing priorities amongst a variety of internal and external stakeholders. Strong experience across the “Big 6” compliance fields, including the applicable legislation, regulatory requirements and associated works. Ability to analyse operational, financial, safety and satisfaction performance, to drive service improvement and achieve greater value for money. Strong communication skills, with the ability to engage effectively with residents, staff, contractors, and senior stakeholders. Ability to manage contracts, budgets, and resources effectively to meet service demands and customer needs.	
Behaviours/Attributes	A confident and credible manager, who promotes a culture of accountability, learning, and continuous improvement. Demonstrates sound judgement, resilience, and calm decision-making in a fast paced and demanding operational environment. Able to work collaboratively with internal and external stakeholders, and manage services with authority, empathy, professionalism, and integrity.	





	Able to chair meetings and present compliance service performance at internal and external forums.	
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Purpose Details	
Service Purpose	To ensure residents have access to safe, compliant, sustainable and well-maintained homes by delivering effective asset management, statutory compliance, building safety and resident focused housing service that meet regulatory requirements and support positive resident outcomes.
Role Purpose	The postholder will provide strategic and operational leadership for all landlord compliance obligations across the Council's housing stock. The postholder will lead the delivery of statutory compliance programmes, ensure robust governance and regulatory assurance arrangements are in place, and oversee compliance related contracts, budgets, data performance and risk management. The Compliance manager will provide expert leadership on housing compliance, ensuring adherence to all statutory, regulatory and Building safety requirements, while maintaining knowledge of legislative and regulatory changes. The role will promote resident safety, continuous improvement, service excellence and value for money across all compliance activities.
Corporate Parenting	The postholder will support the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	The postholder will report to the Strategic Asset Manager and will meet with them on a frequent basis in one-to-one and team settings to prioritise tasks, analyse service performance, identify areas of improvement and review continuous professional development opportunities.
Supervision Given	The postholder will be responsible for the line management and professional development of the Compliance Officer, aligned to the Council's organisational development plans. Line management duties are also applicable to internal, secondment and external agency staff as when they are required to support the Compliance Service,.
Contacts	Internal contacts will include colleagues from; Asset Management, Housing and Income, Housing Needs and Options, Housing Delivery and Partnerships, Corporate Finance, Corporate Procurement, Legal Services, Corporate Property, Regeneration, Organisational Development and others as required. External contacts will include residents, Councillors, elected members, contractors, suppliers, consultants, local housing companies, external agencies, and partner organisations as required.

Resources/Budget Management





Responsible for developing annual revenue budgets for the compliance contracts, and monitoring expenditure against set budgets ensuring effective controls are in place aligned to the Council's financial delegation framework/scheme of delegation.

Responsible for developing and monitoring capital budgets for investment programmes covering compliance-related works and contracts.

Responsible for leading on procurement and contract management of third party contractors to ensure legislative, regulatory and service standards are met, achieving the required operational, financial, safety and satisfaction performance.

Special Requirements

The postholder must have a full driving UK driving licence and have access to a vehicle to travel around the area of operation and respond to emergency situations where required.

The postholder may be required to attend occasional early evening meetings and participate in senior-level out-of-hours escalation arrangements relating to emergency repairs or service incidents.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role

Details





WOKINGHAM
BOROUGH COUNCIL

Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Disabled Adults	Y
Work Environment Details	Shute End / Hybrid

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N/A

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
Annual Basic DBS check will be required.

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>

