



Role Profile

Compliance Lead
Inclusive Economy & Sustainability

Role Profile: Compliance Lead – Gas	Role Profile Number: SBC_12471
Directorate/Group: Inclusive Economy & Sustainability	Reporting to: Service Manager
Grade: CFL 10	Date Prepared: November 2025

<p>Our Values</p> <p>Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.</p> <p>Our Values are:</p> <p>We SEE – people, not problems – and stay curious to understand their story. We HEAR – each other and the people we serve We CARE – about our colleagues, our residents and our community We ACT – with integrity, accountability and purpose We LEARN – from data, feedback and experience so we keep improving</p> <p>These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.</p> <p>The Swindon Commitment</p> <p>The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.</p> <p>Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.</p>
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Job Purpose

This role plays a key part in delivering a safe, compliant, and customer-focused service across the Council’s housing and corporate property portfolio. Reporting to the Service Manager for compliance, the postholder will take the lead responsibility and act as a subject matter expert; ensuring that statutory obligations and regulatory standards are consistently met.

The post holder will lead the operational planning and delivery of compliance programmes in relation to a specialist discipline, including risk assessments, servicing, and remedial works, and support the Service Manager with strategic planning. They will monitor contractor performance, manage specialist frameworks, and ensure that works are completed to agreed time, cost, and quality standards. Acting as a key point of assurance, the postholder will maintain accurate compliance records, support audit readiness, and provide timely reporting to senior management.

Working collaboratively with colleagues and external partners, the role requires strong organisational skills, attention to detail, and the ability to apply check and challenge to drive continuous improvement. The postholder will contribute to the development of compliance strategies, support the implementation of best practice, and help embed a culture of safety and accountability across the service.

Key Accountabilities

- Lead on the development, review, and implementation of compliance policies and procedures for the specialist discipline in line with statutory and regulatory requirements.
- Ensure adherence to all applicable legislation, standards, and internal governance frameworks.
- Oversee and manage compliance programmes, including inspections, testing, and statutory risk assessments for the relevant discipline.
- Validate assessments and ensure timely completion of remedial actions to maintain safety and compliance.
- Procure, commission, and manage specialist contractors for compliance works, audits, and remedial projects.

- Monitor contractor performance, ensuring quality, value for money, and adherence to health and safety requirements.
- Plan, manage, and deliver compliance-related projects across operational and housing properties, ensuring alignment with project management principles, budgets, and timelines.
- Track progress, manage risks, and escalate issues impacting compliance or organisational reputation.
- Conduct and review risk assessments, tests and certifications for compliance activities.
- Ensure safe working practices and compliance with CDM regulations, and other health and safety standards.
- Act as subject matter expert for the relevant discipline, providing authoritative guidance to internal teams and external stakeholders.
- Liaise with regulatory bodies, emergency services, and auditors as required.
- Maintain accurate records, certifications, and compliance data.
- Produce reports on compliance status, project progress, and audit outcomes for senior management and governance boards.
- Identify training needs and deliver compliance-related training for staff and contractors.
- Promote continuous improvement in compliance processes and customer service.
- Respond to enforcement notices, prohibition orders, and compliance-related incidents.
- Provide evidence and support for investigations, legal claims, and court proceedings where necessary.
- Assist in budget planning, cost control, and financial forecasting for compliance programmes.
- Ensure efficient use of resources, including materials, equipment, and workforce.
- Manage specialist compliance contracts and frameworks, ensuring value for money, quality assurance, and adherence to procurement regulations and contractual obligations.
- Establish and maintain robust performance management frameworks, including KPIs, SLAs, and quality standards.
- Monitor contract spend and financial performance, ensuring alignment with budgetary constraints.
- Ensure all statutory risk assessments and remedial works are completed within required timeframes, with robust systems for monitoring, escalation, and reporting.
- Identify, assess, and mitigate risks related to non-compliance, financial discrepancies, or service disruption.
- Respond to high-priority issues raised by tenants, elected members, and the public, ensuring timely resolution and maintaining public confidence.
- Provide specialist advice to senior leaders, councillors, MPs, and external bodies on compliance and property maintenance matters.

- Champion service innovation and customer engagement, identifying and implementing improvements that enhance outcomes and satisfaction.

Supplementary Accountabilities

- Lead partnership working with emergency services, elected members, community groups, and other key stakeholders to ensure coordinated responses to urgent and complex property-related issues.
- Maintain strategic oversight of health and safety across contracts and for colleagues; including for hazardous sites. Ensure robust risk assessments, mitigation strategies, and contingency plans are in place to safeguard staff, residents, and service continuity during incidents or disruptions.
- Identify and deliver opportunities to improve efficiency, data quality, and customer experience through innovation and technology. Ensure the team remains agile and responsive to legislative changes, regulatory reform, and evolving customer expectations.
- Monitor and be accountable for key service indicators related to compliance discipline, contracts, asset condition, and programme delivery, ensuring targets are met or exceeded.
- Ensure responsiveness to political priorities, including managing high-profile cases and providing clear, timely briefings to senior officers, elected members, and MPs. Provide technical guidance to support strategic decisions on building maintenance.
- Promote and uphold good records management practices, ensuring all technical documentation, maintenance records, plans, and reports are created, stored, and retrieved in accordance with Council policies and legislative requirements.
- Make site visits across the Borough and attend meetings outside the Borough as required, representing the Council with authority and professionalism.
- Represent the Council at regional and national forums, contributing to sector-wide discussions on empty homes.

Main Discipline Requirements:

Candidates must have substantial knowledge and experience for applied discipline and will be required to provide evidence of this:

Gas Compliance Lead
<ul style="list-style-type: none"> • Must hold valid ACS qualifications for domestic and/or commercial gas work (e.g., CCN1, CENWAT, CPA1). • Level 4 VRQ Certificate in Gas Safety Management in Social Housing is desirable. Equivalent knowledge and experience will be considered • Expert understanding of the Gas Safety (Installation and Use) Regulations 1998 and related health and safety legislation.

<ul style="list-style-type: none"> • Ability to conduct technical audits of Gas Safe registered engineers and contractors, ensuring standards and legal obligations are met. • Experience in developing and implementing gas safety audit frameworks, including KPIs, SLAs, and quality assurance measures is advantageous. • Ability to oversee and manage external gas safety audits and inspections on behalf of the organisation as the responsible person
Electrical Compliance Lead
<ul style="list-style-type: none"> • Must hold a recognised electrical qualification such as Level 3 NVQ Diploma in Electrotechnical Services or equivalent, and be fully qualified to BS 7671 Wiring Regulations (18th Edition). • Level 4 VRQ Certificate in Electrical Safety Management in Social Housing (or equivalent knowledge and experience) is desirable. • Expert understanding of electrical safety legislation, including the Electricity at Work Regulations 1989, BS 7671, and related health and safety requirements. • Ability to conduct technical audits of electrical contractors and compliance programmes, ensuring standards and legal obligations are met • Experience in developing and implementing electrical safety audit frameworks, including KPIs, SLAs, and quality assurance measures, is advantageous. • Ability to oversee and manage external electrical safety audits and inspections on behalf of the organisation as the responsible person. • Act as Principal Duty Holder for NICEIC
Fire Safety Compliance Lead
<ul style="list-style-type: none"> • Level 4 Diploma in Fire Safety Management, NEBOSH Fire Safety Diploma or equivalent is essential. • Membership (or eligibility for membership) of MIFSM is desirable but not essential. • Expert understanding of fire safety legislation, including the Regulatory Reform (Fire Safety) Order 2005, Building Regulations, and related health and safety requirements. • Ability to conduct technical audits of fire safety systems, contractors, and compliance programmes, ensuring standards and legal obligations are met • Experience in developing and implementing fire safety audit frameworks, including KPIs, SLAs, and quality assurance measures, is advantageous. • Ability to oversee and manage external fire safety audits and inspections on behalf of the organisation as the responsible person. • Ability to oversee and manage external fire safety audits and inspections on behalf of the organisation as the responsible person

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Extensive experience in leading and managing a statutory compliance delivery programme in a social landlord or local authority setting.

- Proven track record in the management of compliance-related contracts
- Proven ability to work collaboratively across internal departments, external agencies, and strategic partners to deliver integrated compliance programmes and shared objectives.
- Experience in providing expert advice to stakeholders on matters relating to statutory compliance, contractor performance, and safety-related legal proceedings.
- Experience of preparing detailed technical specifications, and managing high-value or technically demanding contracts or work packages

Qualifications

- A recognised Health & Safety qualification or accreditation (e.g. NEBOSH, IOSH Managing Safely) is desirable; candidates with substantial operational health and safety experience will also be considered.
- Professional certifications in contract management or related fields is desirable.
- Familiarity with the Public Contracts Regulations 2015 is desirable

Decision Making

- Within delegated authority exercise decision-making in relation to contracted works, ensuring alignment with corporate objectives, statutory obligations, and regulatory standards.
- Make expert technical decisions that directly influence the safety, compliance, and long-term performance of housing and corporate property assets.
- Prioritise and escalate decisions where there is a risk to life, serious injury, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Design and write specifications and contract documentation ensuring alignment with legal, technical, and governance frameworks.
- Apply sound judgement in high-pressure and high-risk situations, balancing operational demands with long-term service resilience and customer outcomes, escalating where required.

Creativity and Innovation

- Contribute toward the identification and implementation of innovative technical solutions that enhance service delivery, regulatory compliance, and the long-term performance of the team and wider services.
- Promote and influence the adoption of modern materials, methods, and digital technologies—including mobile working, real-time data tools, and asset management systems—to drive operational efficiency, workforce productivity, and customer satisfaction.
- Use performance data and trend analysis to challenge existing practices, identify service gaps, and recommend improvements to policies, standards, and delivery models.
- Contribute toward continuous improvement and learning across the service.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed.</p> <ul style="list-style-type: none"> • C2000 – 10,000 Tests, assessments or remedial works P/A • Contract Management and administration <p>First Line of defence:</p> <ul style="list-style-type: none"> • Identifying and assessing risks related to statutory compliance • Ensuring controls are in place (e.g. servicing schedules, contractor performance monitoring). • Maintaining accurate records and data to demonstrate compliance. • Responding to issues or failures in real time and escalating where necessary. • Ensuring contractors or direct labour deliver services in line with legal and contractual obligations. <p>Typical tasks supervised/allocated to others.</p> <p>Scheduling and undertaking of tests, assessment and remedial works undertaken by DLO teams or external contractors.</p> <p>Initial supervisory qualification or verification of certificates (QS)</p>	<p>Budget Holder:</p> <p>Financial Responsibility:</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Yes – High value/High complexity contract budgets in accordance with financial regulations and contract standing orders.</p> <p>Various operational assets and equipment</p>
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Contacts and Relationships

- Collaborate with senior officers across housing, property, legal, finance, compliance, and health and safety teams to ensure technical decisions, service delivery, and strategic planning are aligned with corporate objectives, statutory obligations, and regulatory frameworks.
- Influence internal and external stakeholders and decision-makers by providing expert advice, technical insight, and strategic recommendations that shape service direction, investment priorities, and risk management approaches.
- Build and maintain effective relationships with tenants, leaseholders, and members of the public, communicating complex technical issues with clarity and empathy to support resolution and maintain confidence in the service.
- Represent the Council in multi-agency forums, regulatory inspections, and strategic partnerships, ensuring technical credibility and alignment with external standards.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

The postholder will be required to observe and fulfil the seven principles of public life (also known as the Nolan Principles):

- Selflessness - *Holders of public office should act solely in terms of the public interest.*
- Integrity - *Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.*
- Objectivity - *Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.*
- Accountability - *Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.*
- Openness - *Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.*
- Honesty - *Holders of public office should be truthful.*
- Leadership - *Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.*

Other key requirements of the role

The post holder will:

- be required to operate within any relevant delegations as detailed in the council's scheme of delegation of the council's constitution.
- be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the council with residents, the Leader and Cabinet and all elected Members and external bodies.
- Team player capable of influencing and working within cross-functional teams at all levels.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

This is not a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990.

Employee Name: Enter name here	Employee Signature:
Date: Enter date here	<i>Sign here</i>
Line Manager: Enter name here	Line Manager Signature:
Date: Enter date here	<i>Sign here</i>

