



Role Profile

Service Lead - Compliance
Inclusive Economy & Sustainability

Role Profile: Service Lead - Compliance	Role Profile Number: SBC_12463
Directorate/Group: Inclusive Economy & Sustainability	Reporting to: Service Manager
Grade: CFL 11	Date prepared: November 2025

Our Values

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.

Our Values are:

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

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

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.

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.

				
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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 on delivery for a proportion of compliance areas, including but not limited to; water, lifts and asbestos. Ensuring that statutory obligations and regulatory standards are consistently met.

The post holder will lead the operational planning and delivery of compliance programmes within their delegated areas, 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

- Manage specialist compliance contracts and frameworks, ensuring value for money, quality assurance, and adherence to procurement regulations and contractual obligations.
- Develop and implement team specific commissioning, procurement, and contract management strategies that drive continuous improvement, operational efficiency, and customer satisfaction.
- Ensure all contractual activities comply with legislation, regulations, Contract Standing Orders, and internal policies, including Health & Safety and Equality, Diversity, and Inclusion standards.
- Ensure the highest levels of data integrity across all compliance functions, overseeing the timely and accurate updating of asset management and compliance systems to support reporting, decision-making, and regulatory assurance.
- Provide robust check and challenge across all areas of compliance delivery, demonstrating the confidence to ask difficult questions, hold contractors and colleagues to account, and apply the "three whys" approach to uncover root causes and drive continuous improvement.
- Establish and maintain robust performance management frameworks, including KPIs, SLAs, and quality standards. Use audits, inspections, and reporting to drive service improvement and maintain high standards.
- Monitor contract spend and financial performance, ensuring value for money and alignment with budgetary constraints. Support budget planning and forecasting for contract delivery.

- Ensure all statutory risk assessments and remedial works are completed within required timeframes, with robust systems in place for monitoring, escalation, and reporting.
- Identify, assess, and mitigate risks related to non-compliance, financial discrepancies, or service disruption. Develop contingency plans and lead resolution of contractual disputes in collaboration with legal, procurement, and commercial teams.
- Build and maintain effective relationships with contractors, suppliers, consultants, and internal teams to ensure contract strategies support wider organisational goals.
- Provide specialist advice to Councillors, MPs, senior leaders, and external bodies on housing repairs, disrepair, and property maintenance. Lead on complex complaints and ensure appropriate responses.
- Analyse and present performance data to client teams, senior leaders, elected members, and external stakeholders to inform strategic decisions and maintain transparency.
- Coordinate contract renewals and terminations, ensuring smooth transitions and minimal service disruption.
- Lead on evaluations of contract terms, ensuring best value and compliance.
- Champion service innovation and customer engagement, identifying and implementing improvements that enhance outcomes and satisfaction.
- Respond to high-priority issues raised by tenants, elected members, and the public, ensuring timely resolution and maintaining public confidence.
- Lead and motivate a small team, promoting a culture of high performance, continuous improvement, and professional development.
- Provide training, mentoring, and support to staff involved in compliance and contract and programme management activities.
- Deputise for Service Managers as required, providing continuity of leadership and contributing to wider service planning and delivery.
- Demonstrate organisational values and behaviours, fostering an inclusive, forward-thinking culture that supports staff wellbeing and growth.
- Drive operational efficiency and commercial awareness across the service, identifying opportunities to reduce costs, improve productivity, and maximise value from internal and external resources.

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 contacts 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.
- Contribute toward the development and implementation of policies, procedures, and documentation that support service delivery and contract management
- 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, 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.
- Provide visible leadership, ensuring robust decision-making and effective communication across internal and external partners.
- Represent the Council at regional and national forums, contributing to sector-wide discussions on empty homes.

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, including procurement, mobilisation, performance oversight, contract administration, risk allocation, ensuring full compliance with contractual obligations and public sector regulations.
- Broad understanding of statutory obligations and best practice across the six key compliance areas: gas safety, electrical safety, asbestos management, lift safety (LOLER), water hygiene, and fire safety.
- Proven ability to work collaboratively across internal departments, external agencies, and strategic partners to deliver integrated compliance programmes and shared objectives.
- Commercially astute, with the ability to identify and implement opportunities for service efficiency, innovation, and value for money within a contractor-delivered compliance environment.

- Strong understanding of technology-enabled compliance management, including the use of real-time data, asset systems, and digital platforms to monitor contractor performance and ensure regulatory assurance.
- Experience in providing expert advice to senior stakeholders, elected members, and legal teams on matters relating to statutory compliance, contractor performance, and safety-related legal proceedings.

Qualifications

- A degree-level qualification or relevant technical qualification in building safety or property compliance is desirable; equivalent knowledge and experience will be considered.
- Professional membership or accreditation with a recognised industry body (e.g. IWFM, IOSH, IFE) relevant to one or more of the six compliance areas is desirable; equivalent practical experience will be considered.
- 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

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.
- Approve specifications, contract documentation, and financial commitments within delegated authority, 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.
- Lead formal decision-making processes relating to staff performance, capability, and conduct, including disciplinary action and dismissal, in accordance with Council policies and employment law

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. C2000 Visits /Customer interactions p/a 3-6 FTE's</p> <p>First Line of defence:</p> <ul style="list-style-type: none"> •Identifying and assessing risks related to statutory compliance included but not limited to Asbestos, Water and Lifts. •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 deliver services in line with legal and contractual obligations. <p>Typical tasks supervised/allocated to others. Programme, contractor and administrative duty management. Rasing of work orders Pre & Post Inspections Procurement</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 a 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>

