

Asset Management

Building, Compliance and People Safety Coordinator

Job Description and Person Specification

May 2026

Job Description

Job Title:	Compliance Coordinator
Department:	Asset Management
Function:	Asset Management
Team:	Building, Compliance and People Safety
Post number:	S006388
Grade:	LBR 7 (£38,256 - £39,276)
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 Hours Per Week
Base location:	Orchard (West) Housing Office, 152 Broadmead Road, Woodford Green, IG8 0AG
Reports to: <i>Job title</i>	Fire Safety Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management
Role purpose and role dimensions: <i>Overview of the job</i>	The Building, Compliance & People Safety Coordinator plays a key role in ensuring that Redbridge Council meets all statutory and non-statutory compliance obligations across its housing stock. The postholder will monitor programmes, maintain accurate compliance data, support contract management, and act as a first point of contact for stakeholders. The role ensures that buildings remain safe, legally compliant, and aligned with best practice in housing and building safety.
Key external contacts: <i>Organisations</i>	Key compliance maintenance and servicing contractor's Asset Management are currently working with.
Key internal contacts: <i>Job titles or groups of staff</i>	Asset Management Department Building, Compliance and People Safety Manager and Team Fire Safety Manager Housing Management Department Home Ownership

<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Authorise works up to £500 and support budget monitoring for contracts exceeding £1 million, including reporting and analysis of spend and commitment. To contribute to the Compliance Managers annual preparation of the Compliance budget.</p>
<p>Key areas for decision making:</p>	<p>Review of Fire Action Completions, FRA Action Allocation, and FRA Programme monitoring,</p>
<p>Other considerations: <i>E.g. working patterns</i></p>	<p>Hybrid Working – 3 days per week on site in Office, and 2 days per week at home.</p>

Key accountabilities and result areas:	Key elements:
<p>Compliance Monitoring & Administration</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Maintain and update compliance management systems, ensuring accuracy and data integrity. • Monitor statutory and non-statutory servicing programmes (gas, electrical, fire safety, lifts, water hygiene, etc.) • Reconcile data between compliance systems and the housing management system. • Track performance against statutory timescales and escalate risks of non-compliance. • Prepare documentation to support access enforcement processes.
<p>Reporting & Performance</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Produce regular KPI reports, dashboards and performance summaries for managers. • Identify trends, risks and areas requiring intervention. • Ensure all compliance documentation is stored in line with legislation and best practice
<p>Contract & Programme Support</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Support the management of servicing and maintenance contracts. • Assist with procurement and programming of framework contracts. • Authorise works up to £500 and support budget monitoring for contracts exceeding £1m.
<p>Stakeholder Engagement</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Act as first point of contact for compliance enquiries from tenants, leaseholders, contractors and internal teams. • Work collaboratively with Housing Management, Property Services, Finance and external contractors. • Provide clear, customer-focused communication and advice.

Health, Safety & Regulatory Compliance	This will involve: <ul style="list-style-type: none"> • Ensure all statutory requirements (e.g., Fire Safety Regulations, Building Safety Act 2022, Gas Safety Regulations, NICEIC, LOLER) are adhered to. • Maintain awareness of emerging legislation, regulatory changes and best practice. • Support the Service Manager in providing specialist compliance advice.
Data Protection & Governance	This will involve: <ul style="list-style-type: none"> • Handle all information in accordance with Data Protection legislation and council protocols. • Maintain accurate records and ensure audit trails are complete and compliant.
Corporate Responsibilities	This will involve: <ul style="list-style-type: none"> • Promote equality, diversity and inclusion in all aspects of service delivery. • Uphold the Council's Code of Conduct and whistleblowing procedures. • Contribute to service improvement, value for money and modernisation initiatives. • Participate in training, development and team meetings.
Other Requirements	This will involve: <ul style="list-style-type: none"> • Ability to work flexibly and adapt to changing priorities. • Occasional exposure to challenging environments or customers. • Commitment to safeguarding vulnerable residents.
General accountabilities and responsibilities	
Green Statement	This will involve: <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.

Person Specification

Job Title:	Compliance Coordinator		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting

Minimum education/ qualifications:	<ul style="list-style-type: none"> • Minimum 5 GCSEs or NVQ Level 2 (or equivalent) 		3
	<ul style="list-style-type: none"> • Degree-level education or equivalent experience 		3
	<ul style="list-style-type: none"> • Compliance-related qualification or demonstrable experience in building safety/compliance 		3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> • Experience preparing statistical reports, KPIs and performance summaries 		3
	<ul style="list-style-type: none"> • Experience working to statutory compliance deadlines 		3
	<ul style="list-style-type: none"> • Experience using compliance or asset management systems 		2
	<ul style="list-style-type: none"> • Experience working with contractors and internal stakeholders 		3
	<ul style="list-style-type: none"> • Experience supporting contract management or procurement 		3
Minimum behaviours: Customer service	<ul style="list-style-type: none"> • Ability to respond effectively to enquiries from residents and service teams. 		3
	<ul style="list-style-type: none"> • Commitment to delivering high-quality, customer-focused services. 		3
Communicating and influencing others	<ul style="list-style-type: none"> • Ability to build strong working relationships with internal and external partners. 		3
	<ul style="list-style-type: none"> • Clear, confident communication skills. 		3
Working together	<ul style="list-style-type: none"> • Strong understanding of statutory & non-statutory housing compliance (gas, electrical, fire, water hygiene, lifts etc.) 		3
	<ul style="list-style-type: none"> • Knowledge of social housing regulatory frameworks 		2
	<ul style="list-style-type: none"> • Advanced IT skills, including databases, reporting tools and Excel 		3
	<ul style="list-style-type: none"> • Ability to analyse data, identify risks and propose solutions 		2
	<ul style="list-style-type: none"> • Strong organisational skills and ability to prioritise workloads 		3
	<ul style="list-style-type: none"> • Ability to work independently and as part of a team 		3
	<ul style="list-style-type: none"> • Excellent communication and customer service skills 		3
Analysis and judgement	<ul style="list-style-type: none"> • Ability to think laterally and propose innovative solutions. 		2
	<ul style="list-style-type: none"> • Ability to interpret compliance data and identify risks. 		2

Driving improvement	<ul style="list-style-type: none"> Rigorous management of the FRA programme to ensure 100% compliance across fire safety, systems and maintenance, through working with internal and external stakeholders, to ensure the housing stock remains compliant, and risks are captured early, and reported upon. 	1	3
Adaptability	<ul style="list-style-type: none"> Ability to manage information systems and maintain data integrity. 	1	2
	<ul style="list-style-type: none"> Willingness to work flexibly and occasionally in challenging environments. 	1	2
Leadership and managing people (<i>for those with line management responsibility</i>)	N/A		
Strategic perspective (<i>for senior management posts</i>)	N/A		
Special conditions:			
Signature of Employee:	Name:	Date:	