

Job Profile

Job Title: Compliance Manager

Job Grade: Level 5 Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're home to the most important conversations happening today and we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. This role ensures that the repairs and operations service remains compliant to legislation and its supply chain meet their contractual agreements

About the role

The Compliance Manager will play a key role in ensuring the repairs service within the local authority meets all relevant regulatory and statutory obligations, including adherence to the Tenant Satisfaction Measures (TSMs) and compliance with statutory requirements such as the Fire, Legionella, Asbestos, Gas, Electrical, and Lift (FLAGEL) regulations. The role will involve developing, implementing, and monitoring compliance frameworks, policies, and procedures to deliver an excellent service to tenants and ensure the safety and satisfaction of all stakeholders.

This role directly supports Camden's ambition to have decent, safe, warm and family-friendly homes to support our communities. The key duties are:

Regulatory Compliance

- **Ensure the repairs service complies with all relevant legislation, regulations, and standards, with a focus on TSMs and FLAGEL requirements.**
- **Regularly review and update compliance policies and procedures in line with changes in legislation or guidance from the Regulator of Social Housing.**
- **Provide expert advice to senior management on compliance issues, risks, and mitigation strategies.**

Tenant Satisfaction Measures (TSMs)

- **Oversee the implementation and monitoring of TSMs, ensuring data collection and reporting processes meet regulatory standards.**
- **Develop strategies to improve tenant satisfaction and address areas of underperformance highlighted by TSM data.**
- **Ensure transparency and accountability in reporting tenant satisfaction metrics to stakeholders.**

FLAGEL Management

- **Lead on ensuring compliance with Fire Safety, Legionella, Asbestos, Gas Safety, Electrical Safety, and Lift Maintenance (FLAGEL) regulations across the housing stock.**
- **Work collaboratively with technical teams to deliver robust inspection, testing, and maintenance programmes.**
- **Maintain accurate records of all inspections, audits, and remedial actions, ensuring these are accessible and up-to-date.**

Performance Monitoring and Reporting

- **Develop and maintain systems to monitor compliance performance, including KPIs related to TSMs and FLAGEL activities.**

- Provide regular reports to senior management and elected members on compliance performance, highlighting risks and recommending improvements.
- Manage internal and external audits of compliance activities, ensuring timely resolution of any identified issues.

Stakeholder Engagement

- Foster a culture of compliance and continuous improvement across the repairs service, providing training and guidance to staff as required.
- Engage with tenants to promote understanding of compliance activities and address concerns related to safety and satisfaction.
- Collaborate with other departments, contractors, and external agencies to ensure integrated service delivery.

About you

You will have a strong track record in

- Proven experience in a compliance-focused role, preferably within the housing or repairs sector.
- Strong knowledge of housing-related legislation, including the Regulator of Social Housing standards, TSMs, and FLAGEL requirements.
- Demonstrated ability to manage and interpret performance data to drive service improvements.
- Excellent communication and stakeholder management skills, with the ability to influence at all levels.
- Proficiency in compliance monitoring systems and tools, with a focus on data accuracy and reporting.
- Strong organisational and project management skills, with the ability to manage multiple priorities effectively.

Work Environment:

Camden offers flexible working arrangements and this role will be partly office-based with hybrid working technology available at our main office locations. Site visits across the borough are commonplace as are evening meetings that are held online and in-person. Court attendance may be required. The expectation is you are in Holmes Road Dept “more often than not”

People Management Responsibilities:

The post does not have any direct line management responsibility but is responsible for the allocation and checking of work.

Relationships:

The postholder will work with team leaders & Head of the service as required. Building strong working relationships with asset management will be key to ensuring this new role within the repairs and operations service is a success.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.