

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

**Designation:** Compliance Contract  
Manager

**Grade:** P07

**Reports to  
(Designation):** Head of Compliance

**Grade:** SM6

**Directorate:** Quality and Investment

**Section:** Compliance

---

#### **Main Purpose of the job:**

Responsible for the management of Lewisham's statutory responsibilities in relation to all forms of door entry, CCTV and mansafe systems throughout our stock, Leading, managing contractors to ensure full compliance with all statutory and legal regulatory obligations, including the development and management of an effective risk management approach. To ensure data around compliance with regulatory requirements is accurate to ensure the safety of both residents and staff.

You will client manage external contractors delivering on budgets circa £1.2m and assist with producing asset data to enable capital work projects. Communicate and liaise with stakeholders, internal teams, managing the day-to-day service with the team to include testing, maintenance and servicing, ensuring a comprehensive approach is taken. Working with the Head of Compliance to deliver a forward-thinking service that responds to the needs of customers and stakeholders, whilst being efficient and effective. To deputise for the Head of Compliance as and when required.

---

#### **Summary of Responsibilities and Personal Duties:**

1. Manage the approach to communal door entry, CCTV and mansafe systems Ensure Lewisham compliance, statutory obligations and regulatory undertakings are delivered with regards to health and safety compliance.
2. Maintain, develop, implement, and manage an effective and timely program across all work streams. Monitor, review and evaluate the service area giving recommendations and proposals for continuous improvement as well as manage development on key projects.
3. Have in place a live comprehensive and current survey of risks in relation to all work streams and ensure that effective plans are in place for the management and reduction of risks in line with policies and procedures. At the same time ensuring that you, the team and Lewisham are up to date with all statutory and regulations relating to door entry, CCTV and mansafe so that we maintain compliancy.
4. Influence, develop and review policies in accordance with current legislation, technological advances and quality assurance systems including co-ordinate internal and external compliance solutions. Contributing to the development of strategic policy whilst working with others in Lewisham to develop innovative solutions, timely and cost-effective best practice.
5. Provide specialist support and input into the development and delivery of the investment

and new build program, to ensure it maximizes efficiencies and the long-term investment made to Lewisham and its residents.

6. To client the contractors and to ensure any works are completed to the required standard and specification. Setting and delivering performance standards (KPI's), proactively monitoring performance, and resolving any failures through a contractual approach.
7. To client the third-party QA consultants, directing work and contract managing their performance and outputs.
8. Oversee property portfolios other than general needs core stock as directed in respect of heating.
9. Provide effective visible leadership as a Client Contract Manager, the team and the wider business within Lewisham, ensuring that challenging objectives and requirements are met with a positive and performance focused environment. Establish partnerships with internal and external stakeholders and work collaboratively.
10. Manage stakeholders effectively confident in influencing, negotiating, and building constructive working relations to deliver Lewisham Compliance Strategy within your remit.
11. Review and manage budget spends (cica £1.2m) ensuring that expenditure is robustly managed in line with the financial controls and contractual agreements. Manage, present and report on budget spend and forecast considering capital spend to the Head of Compliance.
12. Manage the team to effectively deliver the services, including the legal legislation in line with the work streams, as well as managing the team with pre/post inspections and ensuring up to date information is captured for reporting and actioning purposes.
13. To provide asset data to assist in the planning of major works and stock investment looking at new technology to improve resident experience and reduce overheads.

Internal Contacts: All internal stakeholders and residents

External Contacts: Contractors and consultants.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

## **PERSON SPECIFICATION**

**JOB TITLE:** Compliance Contract Manager

**POST NO:** 60257

**DEPARTMENT:** Compliance

**GRADE:** PO7

### **Note to Candidates**

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Knowledge**

- A working knowledge of the following work streams.
- Automated door entry systems
- Multi CCTV installation
- Man Safe requirements and regulatory requirements
- Values the ideas and expertise of team members, leading/manages or acts as key contributor to cross-functional project teams internally to achieve organizational goals (S)
- Uses knowledge of external environment and best practice to improve services in own discipline. Incorporates knowledge from industry best practice or knowledge of what other organisations are doing.
- Holds overall knowledge of organisational compliance; proposes complex solutions/recommendations in order to resolve compliance issues

### **Skills**

- Is decisive and articulates a clear agenda that guide the work of others and acts as a key contributor in a critical or complex environment
- Is self-motivated; and inspires others to deliver objectives/shared goals. (S)
- Demonstrates use of highly specialised/technical tools/processes/analysis to interpret and solve highly complex or unique problems.
- Proactively builds and leverages relationships with key senior stakeholders, customers, and partners to influence and achieve organisational outcomes.
- Interprets and maintains an excellent understanding of internal and external customer needs tailoring solutions/proposals.
- managing contractors to ensure full compliance with all statutory and legal regulatory obligations, including the development and management of an effective risk management approach

**Experience**

- Leads new cross-functional or external projects that contribute to achieving organisational improvements and objectives.
- To be able to monitor and control the costs of their work/recommendations; effectively meets the business need, budget and resource requirements for cross-functional projects.

**Professional Qualification and Education**

- Good understanding of budget management and having ability to deliver written correspondence at all levels. (S)

**Equality & Diversity**

- Commitment to implement the Council’s Equal Opportunities policies
- Awareness of Equal Opportunities issues
- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community
- Understanding of how equality and diversity relates to this post

**Personal Qualities**

- Is open, honest and respectful and approachable to customers, members of Lewisham and external third parties as well as Stakeholders.

DBS Disclosure Required?    No                Basic                Enhanced           

**(Tick as appropriate – guidance available from your HR Advisor)**

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post