

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Compliance & Risk Delivery Manager	JEID	T4041
Salary Grade:	Grade P		
Team:	Compliance & Risk		
Service Area:	Enabling Services		
Primary Location:	Flexible		
Political Restriction	This position is not politically restricted.		
Responsible to:	Service Manager Compliance & Risk		
Responsible for:	Staff x9		

Role Purpose

The Compliance & Risk Delivery Manager plays a key role in the delivery of Warwickshire County Council's statutory compliance programmes across the corporate estate and traded customer portfolio. The role is responsible for leading, managing and continuously improving compliance service delivery arrangements, ensuring operational teams, contractors and consultants deliver services safely, effectively and in accordance with legislative and corporate requirements.

The postholder supports the management and performance of key compliance frameworks and contracts covering fire safety, water hygiene, asbestos management and other statutory and non-statutory compliance disciplines. The role also oversees compliance governance activities including policy and procedure development, site compliance audits, compliance system administration and the maintenance of corporate compliance data and records.

They will oversee service delivery programmes, monitor performance, maintain accurate compliance records and support continuous improvement initiatives to ensure high standards of compliance and customer service.

A key element of the role is leading the operational and commercial management of traded compliance services, including financial planning, pricing, performance monitoring, customer relationship management, Site Responsible Person (SRP) training, professional compliance advice and continuous service improvement. The postholder will develop strong relationships with internal and external stakeholders, support commissioning activities, assist with the management of service cost centres, budget monitoring, contract performance and service performance reporting.

Through effective leadership, workforce planning and operational management, the role contributes directly to the Council's commitment to maintaining safe, compliant and fit-for-purpose properties. The postholder will use performance data and customer insight to drive service improvements, support organisational change and ensure the successful delivery of statutory compliance services for the communities of Warwickshire.

The role is responsible for leading the Asbestos Compliance Officer, Compliance Officer, Mobile Compliance Testing Team and Condition Surveying Team, managing specialist contractors and consultants, and ensuring compliance and condition surveying services are delivered safely, efficiently and in accordance with legislative and corporate requirements.

Role Responsibilities

Leadership and People Management:

Lead, manage and develop the team, ensuring staff are effectively deployed to deliver condition survey and statutory compliance programmes, traded services and service priorities across the Council's property portfolio.

Manage and oversee compliance management systems, databases and CAFM platforms, ensuring data accuracy, reporting requirements and compliance records are maintained to support operational and strategic decision making.

Provide day-to-day supervision, leadership and technical support, including workforce planning, recruitment, induction, probation management, performance management, appraisal, training and development of staff.

Manage workloads, priorities and resources across the team, ensuring compliance inspections, testing programmes, surveys, training and associated activities are delivered efficiently, safely and within agreed timescales.

Support Senior Management where required in financial planning and budget management, including budget setting, forecasting, traded service performance, and the delivery of income and expenditure targets.

Monitor individual and team performance against key business measures, service standards and compliance objectives, taking appropriate action to address performance, resource or capability issues where required.

Support staff wellbeing, engagement and professional development, fostering a positive, collaborative and high-performing team culture aligned with Warwickshire County Council values and behaviours.

Lead and support the team through organisational change, service transformation, process improvements and the implementation of new systems, procedures and ways of working.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
Degree, HND, HNC, NEBOSH General Certificate, or equivalent professional qualification in a relevant discipline including Property, Construction, Building Services, Compliance, Health & Safety, Fire Safety.	A, I, D
Experience of managing or coordinating statutory compliance and condition survey programmes across a large and complex property portfolio, including competing priorities.	A, I
Experience of delivering compliance services relating to fire safety, asbestos management, water hygiene or other statutory compliance disciplines	A, I, P
Experience of leading and developing staff, including performance management, workforce planning, supervision, training and development.	A, I
Experience of managing operational teams and external delivery partners, including contractors, consultants and framework providers.	A, I
Experience of monitoring compliance performance and analysing data to support service delivery, risk management and decision making.	A, I
Experience of commercial and financial management, including service costing and pricing, cost centre management, budget monitoring, profit forecasting, target setting and financial performance reporting	A, I, D
Excellent communication and stakeholder management skills, with the ability to provide professional advice to schools, managers, contractors and service providers.	A, I
Knowledge of relevant statutory compliance legislation and best practice with the ability to interpret and apply technical guidance in an operational environment.	A, I
Strong organisational, problem-solving and decision-making skills, with the ability to manage competing demands and support delivery by others	A, I
Ability to persuade others to adopt best practice and new approaches.	A, I
Understanding and application of Equality and Diversity principles in the context of property data and digital accessibility.	A
Competent in the use of ICT systems including Microsoft Excel, CAFM/compliance management systems and business reporting tools.	A, I

Desirable Criteria	Assessed By:
NEBOSH Fire Safety Certificate, BOHS P405, Fire Risk Assessment qualification, Water Hygiene qualification or equivalent specialist compliance qualification.	A, D
Membership of IOSH, IFE, BOHS, IWFM or other relevant professional body.	A, I
Experience of managing Fire Water and Risk Assessment programmes and Site Responsible Person (SRP) training.	A, I
Experience of delivering traded services to schools or external customers	A, I
Experience of managing compliance-related frameworks and procurement activities.	A, I
Experience of managing mobile inspection, testing or field-based teams.	A, I
Experience of working within a Local Authority or public sector property environment.	A, I
Experience of undertaking data analysis of large datasets including creating dashboard reporting.	A, I
Experience of using financial management, procurement or ERP systems (e.g. Unit4 Agresso) to support service delivery, budget monitoring and financial reporting	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☒ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☒ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☒ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☐ Other (please specify):	