



Post Title: Assistant Director Compliance

Grade: SLMG 2

Job Reference: SLMG10000279

Service Area: Nottingham City Council Housing Services (NCCHS) – Compliance (Assurance, Technical Services, Building Safety)

Job Purpose – Vision & Strategy

Provide accountable, strategic and operational leadership for Housing Services compliance, ensuring tenants, residents, colleagues and the Council are protected through legally compliant building safety, statutory compliance and effective health and safety management. Deliver a robust assurance framework, high-quality technical governance, demonstrably effective risk management, and consistently meets regulatory, legal and corporate standards. Translate compliance strategy into clear service planning, measurable outcomes and robust governance that puts tenants at the heart of decision-making. Lead delivery of requirements under Awaab's Law, ensuring hazards (including significant damp and mould and emergency hazards) are investigated, made safe and remedied within prescribed timescales, with clear communication and auditable records. Take the lead on the planning and delivery of divisional Health and Safety.

Strategic Leadership Expectations

Leading People

- Communicate a clear vision and purpose, inspiring confidence and accountability across the service area.
- Role model visible leadership through engaging, empowering and developing colleagues at all levels.
- Plan for future capacity and capability needs, ensuring competence in statutory compliance and health and safety leadership.
- Drive a high-performing culture that celebrates success and addresses underperformance promptly and fairly.

Change and Innovation

- Lead improvement and change programmes that strengthen compliance, safety and regulatory readiness in a challenging financial environment.
- Champion innovation and continuous improvement, using evidence and QA insights to improve outcomes and reduce risk.



- Implement robust programme and project management controls to deliver statutory compliance plans to time, cost and quality.
- Provide clarity and reprioritise at pace when risks, legislation or operational needs change.

Collaboration

- Work collaboratively across the Council and with partners to deliver compliant, safe, tenant-focused services.
- Break down silos by aligning technical, assurance and operational teams around shared compliance outcomes.
- Build effective working relationships with councillors, regulators and stakeholders, providing clear advice and 'speaking truth to power' where required.

Equality, Diversity and Inclusion

- Promote equality, diversity and inclusion in leadership practice, workforce development and service delivery.
- Ensure compliance and safety programmes consider diverse tenant needs and remove barriers to access and engagement.
- Create an inclusive culture where colleagues' voices are valued and professional challenge is welcomed.

Specific Duties

1. **Provide strategic leadership, direction and management to the Compliance Service Area**, including Compliance and maintenance checks, Assurance checks, and Building Safety, ensuring clear objectives, ownership and performance management arrangements are in place.
2. **Regulatory and statutory compliance (Big 6)**: Set the compliance strategy, standards and annual delivery plan; maintain a single, accurate compliance position; and provide assurance that the 'Big 6' statutory areas are delivered, evidenced and improved. Ensure programmes are resourced, risk-assessed and delivered to time, cost and quality, with clear ownership, auditable records and corrective action where performance deviates.
Big 6 regulatory compliance areas: Gas Safety; Electrical Safety; Fire Safety; Asbestos Management; Legionella/Water Hygiene; Lifts & Lifting Equipment.
3. Divisional lead for Housing Health and Safety.



Compliance Accountability and Delivery – Key Coverage

1. **Full statutory compliance scope:** Hold clear accountability for the 'Big Six' compliance areas plus wider landlord safety risks (e.g., radon, EICR's, LGSR), ensuring all statutory and regulatory safety obligations are identified, managed and evidenced.
2. **Building safety & safety systems oversight:** Provide explicit oversight of Fire Risk Assessment (FRA) programmes and actions, gas servicing, smoke/CO, EICR's, radon detection and legionella, and the governance and performance of wider safety systems across the housing portfolio.
3. **Risk, assurance & governance:** Strengthen accountability for compliance assurance, maintaining audit-ready evidence, effective controls and transparent performance reporting across all safety and compliance programmes.
4. **Operational compliance delivery:** Ensure all compliance programmes are appropriately resourced and competently delivered to statutory timescales, underpinned by accurate data, robust scheduling, and effective contractor and operational management.
5. **Regulatory & tenant safety focus:** Align service delivery with regulatory expectations, maintaining tenant safety as the primary outcome and embedding processes that withstand inspection, assurance and external scrutiny.
4. **Building safety and regulatory readiness:** Ensure the organisation is inspection-ready and able to evidence compliance at all times, including robust governance, policy control, document management and performance reporting. Lead the Service Area response to regulatory activity, audits and inspections and implement agreed improvement actions to schedule.
5. **Working towards achieving a C1 grade for Housing Regulatory Standards for compliance:** Lead and coordinate the compliance workstream to ensure the Council is working towards achieving C1, , maintaining a clear improvement plan, evidence base and assurance narrative aligned to the consumer standards. Drive closure of compliance gaps, strengthen controls and QA, and ensure senior leaders and members have transparent oversight. The clear objective is to achieve a **C1** consumer grading from a compliance perspective by demonstrating delivery of required outcomes, early identification of issues and effective, sustained remedial action.
6. **Operational Health and Safety :** Act as Housing Services' accountable lead for operational health and safety, ensuring compliance with relevant health and safety legislation and corporate policy. Maintain a live H&S risk profile and ensure effective risk assessments, safe systems of work, competence management, and monitoring/assurance across housing operations.



7. **Safety management – Housing Services offices or corporate buildings:** Ensure Housing Services offices are managed safely and legally, including workplace risk assessments, fire safety arrangements, first aid provision, contractor controls, and compliance checks (e.g., equipment testing where applicable). Ensure office-specific actions are tracked to completion and evidenced.
8. **Operational equipment safety and training:** Establish and maintain a controlled system for operational equipment (e.g., access equipment, tools, plant and any specialist devices) including selection/approval, maintenance, inspection regimes, defect reporting, and replacement planning. Ensure colleagues and contractors receive role-appropriate training, competency assessment and refreshers, and that training records are accurate and accessible.
9. **Assurance framework and compliance data integrity:** Own the end-to-end assurance framework for compliance, including compliance registers, performance dashboards, exception reporting and independent checks. Ensure data is accurate, complete, timely and traceable, and that evidence is retained in a consistent, auditable format.
10. **Quality assurance (QA) and service quality control:** Establish and lead a risk-based QA framework covering statutory compliance activity, technical processes, contractor outputs and internal controls. Define QA standards, sampling regimes and inspection/audit schedules; ensure findings are recorded, trended and acted upon; and verify that corrective actions are effective and sustained. Use QA insights to drive continuous improvement, reduce rework, improve right-first-time performance and strengthen regulatory assurance.
11. **Incident, near-miss and enforcement management:** Lead the investigation, reporting and learning process for safety incidents and near misses within Housing Services, ensuring timely notifications where required, root cause analysis, corrective actions, and verification of completion. Maintain oversight of enforcement notices and ensure actions and communications are managed to protect tenants, colleagues and the organisation.
12. **Contractor and supplier compliance:** Ensure contractor management arrangements deliver compliant outcomes, including procurement input, clear specifications, KPIs, audits, competence checks, mobilisation controls, and effective performance management. Ensure non-compliance is escalated and remedied promptly.
13. **Financial stewardship and value for money:** Set and manage budgets for compliance and safety programmes, ensuring resources are targeted to risk, deliver value for money, and deliver planned compliance outcomes. Provide transparent forecasting, variance explanations and cost-risk trade-offs to senior leaders.



14. **People leadership and capability:** Build and sustain a high-performing, accountable culture across the service area. Define required competencies, lead workforce planning, talent development (including apprenticeships), and tackle underperformance. Ensure effective succession planning for critical compliance roles.
15. **Partnerships, communication and tenant focus:** Engage tenants, colleagues, councillors, regulators and partners to build trust and demonstrate compliance performance. Ensure tenant experience informs service design and continuous improvement, including clear communications about compliance programmes and any service impacts.

Governance, reporting and decision-making

- Produce a quarterly Compliance Assurance Report summarising statutory compliance performance, exceptions, remedial actions, key risks and forward look.
- Maintain a live Compliance Risk Register and ensure risks are reviewed, mitigations are owned, and escalation routes are clear.
- Chair (or sponsor) a Compliance & Safety Performance Board with agreed terms of reference, decision logs, action tracking and audit trails.
- Operate a documented quality assurance programme (including sampling plans, inspections and audits) and report QA outcomes, trends and improvement actions through governance boards and senior leadership reporting.
- Set service standards, policies and technical governance arrangements and ensure version control, communication and implementation across Housing Services.
- Provide clear, timely briefings and recommendations to the Housing Leadership Team and councillor briefings as required, including options appraisals balancing risk, cost and service outcomes.

Success measures (what 'good' looks like)

- Statutory compliance (Big 6) maintained at or above agreed target with zero high-risk overdue actions; exceptions are identified early and time-bound recovery plans are delivered.
- All statutory compliance delivered at **100%** with no overdue statutory safety checks. Manage the No Access team ensuring no-access cases are actively managed, escalated and resolved if necessary using the legal process within defined timescales and with auditable case records.
- Positive regulatory inspection and audit outcomes, with agreed actions delivered to schedule and sustained.



- Regulatory reinspection readiness evidenced, with delivery of the compliance improvement plan and a clear objective of achieving a **C1** consumer grade; Awaab's Law performance consistently meets prescribed investigation and make-safe timescales with robust resident communication and auditable records.
- Accurate, auditable compliance evidence and data with clearly defined ownership and minimal data quality exceptions.
- Quality assurance programme in place and delivering: planned sampling completed, non-conformances reduced over time, and corrective actions verified as effective.
- Reduction in repeat safety incidents and demonstrable learning implementation; investigations completed within agreed timescales.
- Housing Services offices meet workplace compliance requirements, with actions tracked and closed.
- Operational equipment inspection/maintenance regimes fully implemented; defects managed within defined response times.
- Mandatory training and competency compliance maintained at or above agreed target, with refreshers completed on time.
- Budgets managed within tolerance with transparent forecasting and value-for-money outcomes evidenced.

Person Specification: Assistant Director – Compliance

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT			
		P	A	AC	D
Vision, Strategy and Delivery	Experience as a senior leader in a large and complex organisation with comparable scope, responsibilities, budget and resources.			X	



	Evidence of a successful track-record of creating compelling visions and successfully translating clear goals and objectives to deliver outcomes that make a positive difference.			X	
	Evidence of successful involvement in building the corporate reputation of a large, multi-disciplined organisation and inspiring people to deliver sustainable improvement.			X	
	Evidence of implementing innovative and progressive performance frameworks that drive accountability, balance risk and respect good governance and ensuring understanding at all levels.			X	
	Evidence of financial and commercial awareness with strong analytical skills and a creative approach to problem solving.		X	X	
	Demonstrate an understanding of the current issues and challenges facing local government the social housing sector in general and Nottingham City Council in particular.		X	X	
Leading People	Evidence of successfully leading and motivating people and cultivating a culture that creates high performing people and services.		X	X	
	Evidence of empowering others to take decisions and follow through confident actions, through strong and visible leadership.			X	
	Evidence of successful strategies in managing your own personal resilience and wellbeing at a leadership level and promoting positive leadership practice.			X	
	Evidence of planning for the future delivery of services, including the effective workforce planning for capacity and capability challenges.			X	
Change and Innovation	Evidence of leading major change programmes in a large diverse organisation, bringing others on the journey with you.		X	X	
	Evidence of success for creating innovative service delivery models that continue to provide high quality services within a smaller financial scope.			X	
	Evidence of implementing rigorous project management approaches to ensure the best use of resources.			X	
	Evidence of leading large operational services and needing to re-focus service priorities at pace following changes outside of the organisation's control.		X	X	



	Evidence of nurturing successful cultures of continuous improvement where people feel included and involved in future directional priorities.		X	X	
Collaboration	Evidence of achieving successful partnership working variety of communities, partner organisations, private sector providers, Government, public agencies and statutory authorities.			X	
	Evidence of successfully promoting the interests of an organisation and engaging partners in strategic and service delivery.			X	
	Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that commands respect, trust and confidence.		X	X	
Equality, Diversity and Inclusion	Demonstrating a strategic understanding of equality, diversity and inclusion at every level and demonstrative experience in tried and tested methods to develop inclusive services within strategic partnerships.		X	X	
	Demonstrating a thorough understanding of equality, diversity and inclusion challenges posed by providing quality public services in our multi-cultural city.			X	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			X	
	Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity.			X	
Qualifications and CPD	Level 5 (degree level) qualification in a relevant discipline, or equivalent*		X	X	X
P- Pre-Application	A - Application	AC – Assessment Centre	D - Documentary Evidence		

* A candidate not possessing the qualifications listed above but with a substantial and clearly established track record of success in a related area may also be considered, providing there is a commitment to undertake and complete qualifications relevant to the post (as specified by the Social Housing Regulation Act 2023).