

Your job

Job Title: Service Manager - Statutory Compliance & Cyclical Maintenance

Service: Property

Grade: 14

Reporting to: Assistant Director Property and Assets

Playing a pivotal role in this high-profile initiative, you will drive through vital and significant strategic changes in building safety and compliance across the Council's owned stock including housing, corporate and schools. You will support the organisation to build on its existing commitment to the safety of its residents, work force and children in shaping its future governance structure, roles, and policies as a duty holder. With a strong understanding of building safety legislation and statutory compliance, you will interpret this to develop a local response for Wigan and lead a transformational change programme across the Council.

Reviewing a housing stock of over 22,000 properties, you will lead on risk assessments across directorates, helping to identify higher risk buildings and map organisational responsibilities.

Your expertise will be vital to informing our strategy for managing and improving structural and fire safety across council owned properties, including identifying solutions to ensure we meet legislative and regulatory requirements. However, this is more than a technical role, and includes assuring residents and communities that safety is being managed effectively. You will be a strategic lead for the organisation on promoting culture change on statutory compliance, including building resident trust, and embedding the New Era principles into Wigan's approach.

You will lead strategy development and communicate and disseminate information across your specialism of compliance. You will provide senior

support and direction to the Safer Homes Strategy Group and Housing Business Delivery Board, with links to corporate governance structures.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Complete a detailed analysis in respect to the Council's obligations as landlord of 22,000 homes and corporate properties
- Ensure policies and procedures for cyclical and compliance maintenance work are fully implemented, reviewed and updated in line with the area of responsibility of the position.
- Develop a strategy and determine the resource requirements to drive forward our response to the regulator engagement and consultant report
- Identify our portfolio of higher risk dwellings, applying a risk-based assessment.
- Identify the risks relating to compliance and develop a strategic plan to address these.
- To develop and implement systems that maintain accurate data to ensure the asset management services are compliant with best practice, legislation and is in line with relevant regulation.
- Design and lead a change programme to implement statutory compliance management including governance, roles, and duties, including the resourcing requirements.
- Develop a mechanism to assess works required to ensure higher risk dwellings meet building safety legislative and regulatory requirements.
- Recommend and implement information management arrangements, including guidance on building safety cases and the mandatory reporting regime, development of workflow processes, and establishing protocols for cross-team working.

- Ensure the provision of a high quality cyclical maintenance service, ensuring it provides value for money, meets legislative requirements and the needs of the organisation.
- Review of the Council's electronic database for recording areas of compliance to ensure it is fit for purpose for current and future needs.
- Implement a strict auditing process that can be presented to various stakeholder panels/ boards

On an ongoing basis you will:

- Provide leadership for the statutory compliance programme that ensures the Council meets its duty holder responsibilities, providing a sense of momentum to change.
- Manage contracts to ensure that appropriate performance levels are established, communicated, monitored and maintained, setting up and recording regular contract meetings.
- Ensure good programme and project management is in place, covering governance, assurance and decision making.
- Coordinate building safety risk management across directorates, for all service delivery impacting on higher risk buildings.
- Promote culture change, including embedding Deal principles into Wigan's building safety approach.
- Monitor and provide guidance to the council's education settings in relation to building compliance.
- Build robust and productive working relationships with key stakeholders (including the Building Safety Regulator, Greater Manchester Fire & Rescue Service, Elected Members and Residents) to shape services, develop policies and share information that will deliver on our building safety strategic objectives, and achieve our obligations as a duty holder.
- Actively manage internal and external stakeholders to ensure building safety programme and statutory compliance outcomes are met, and stakeholders feel engaged in design and delivery of safety solutions.
- Influence budget decisions on building safety management and compliance ensuring legislative compliance and value for money.
- Development and management of a dedicated compliance team.
- Maintain competence across the department, providing learning and development opportunities.

- Work collaboratively on building safety priorities at a local, regional, and national level.
- Provide senior support and direction to the Safer Homes Strategy Group and Housing Business Delivery Board on how to ensure statutory compliance and on changes in building safety legislation when they arise.
- Report on emerging legislation and the implications to Strategic Management Team, Cabinet, and Scrutiny Committees, including providing assurance to residents on our response to building safety requirements with regular progress updates to the Housing Advisory Panel.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Significant competence in understanding and executing existing statutory obligations including (but not limited to) public health issues, health & safety, environmental, building risk, safety, and fire safety.
- Significant knowledge of current relevant legislation, regulations, statutory guidance, standards of performance, and how these overlap in coordinating safety in higher risk buildings and how these could affect residents.
- Charter Membership of CIH, CIOB, or other relevant professional body, or evidence that working towards this.
- Formal qualification that demonstrates proven practical experience in health and safety, such as IOSH, NEBOSH, or similar.
- Degree or equivalent in the construction or housing management sector, and evidence of continuous professional development.
- Proven experience in managing all aspects of health and safety in a related environment.
- Significant experience in leading change within a complex, sometimes challenging, multi-agency environment.
- Extensive experience of managing others in project groups or multi-disciplinary teams, using influence and persuasion skills to form productive teams and deliver projects on time and within budget.

- Have excellent interpersonal and communication skills, and able to use a range of influencing, negotiating and persuasion techniques at a senior level.
- Use excellent decision-making skills and break down problems and come up with innovative solutions.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”