

Your job

Job Title: Statutory Compliance & Facilities Manager

Service: Statutory Compliance

Grade: 12

Reporting to: Service Manager - Statutory Compliance and Cyclical Maintenance

Playing a pivotal role in this high-profile initiative, you will drive through vital and significant strategic changes in Compliance & Facilities across the Council's owned housing stock and Corporate Estate. You will support the organisation to build on its existing commitment to the safety of its residents, employees and wider stakeholders in shaping its future governance structure, roles, and policies.

Overall, the role combines strategic leadership, operational oversight, compliance management, and performance monitoring to ensure council properties remain safe, compliant, and effectively maintained.

Compliance & Facilities Manager will lead our landlord compliance and facilities functions, ensuring our homes and buildings are safe, well managed, and fully compliant with all legislation and regulatory requirements. Overseeing statutory compliance programmes (such as gas, asbestos, electric, legionella) and driving high performance through strong data insight and governance. Proactivity managing teams to deliver a customer-focused, high-quality service. The role is the compliance expert, and required to interpreting legislation, managing audits, and embed a culture of accountability, accuracy, and continuous improvement. With responsibility for contractor management, budgets, performance reporting, and risk oversight, the role has a key role in keeping our homes safe.

If you're a confident leader with strong technical knowledge, excellent people skills, and a passion for delivering outstanding services, we'd love you to join us and help shape the future of Compliance & Facilities.

Your expertise will be vital to informing our strategy for managing and improving compliance across council owned properties, including

identifying solutions to ensure we meet legislative and regulatory requirements.

You will lead on the operational oversight for landlord compliance, estates and facilities functions, ensuring that homes and buildings are safe, well managed and fully legally compliant. You will lead on the planning, delivery and monitoring of statutory compliance programmes, using strong governance, accurate data and transparent reporting to provide assurance to senior leadership. You will hold overall accountability for our compliance performance, using KPIs, dashboards and data insight to drive improvements.

To ensure that the Council fulfils its statutory and service duties to maintain its buildings and sites safely and effectively. Record compliance inspections and surveys on the Council's data base, collate and record remedial actions. Close out remedial works actions on database as required. Support the Statutory Compliance team in ensuring statutory obligations and KPIs.

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:

- You will assist and support the Service Manager - Statutory Compliance and Cyclical Maintenance in ensuring that compliance related statutory requirements governing the housing and corporate stock through inspections and management.
- Monitor emerging legislation and guidance and work across directorates to complete a full gap analysis in respect to the Council's obligations as a Corporate Landlord and as a landlord of 22,000 homes.

- Develop a strategy and determine the resource requirements to drive forward our local response.
- Identify the risks relating to compliance within the Council and develop a strategic plan to address these.
- Review of the Council's electronic database for recording areas of compliance to ensure it is fit for purpose for current and future needs.
- Lead on the planning, monitoring and delivery of landlord compliance programmes, ensuring robust governance, transparent reporting and continuous improvement
- Lead on the delivery of a safe, high-performing and customer-focused estates team, ensuring services align with organisational priorities and regulatory requirements
- Hold overall accountability for landlord compliance performance, overseeing the use of KPIs, dashboards and data analytics to drive continuous improvement, inform decision making and provide assurance to senior leadership
- Lead the procurement, appointment and performance management of external contractors, ensuring contractual compliance, quality standards, and value for money outcomes for customers
- Lead, mentor and develop the Compliance and Facilities Teams, ensuring high performance and embed a culture of accountability and ownership
- Ensure full compliance with landlord health & safety legislation, housing standards and regulatory requirements, providing assurance that systems, processes and controls demonstrate legal and regulatory compliance

On an ongoing basis you will:

- Ensure good programme and project management is in place, covering governance, assurance and decision making.
- Coordinate compliance risk management across directorates, for all service delivery impacting on higher risk buildings.
- Promote culture change, including embedding Progress with Unity principles into Wigan's building safety approach.
- Build robust and productive working relationships with key stakeholders (including Elected Members and Residents) to shape services, develop policies and share information that will deliver on our compliance strategic objectives, and achieve our obligations as a duty holder.
- Actively manage internal and external stakeholders to ensure compliance & facilities programme outcomes are met, and stakeholders feel engaged in design and delivery of safety solutions.

- Influence budget decisions on compliance and facilities management, ensuring legislative compliance and value for money.
- Development and management of a dedicated compliance team.
- Work collaboratively on 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
- To offer appropriate training and guidance to all employees and partners involved in compliance management and associated service delivery. Ensure that the team's training is up to date and complies with their individual roles.

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 and compliance.
- Significant knowledge of current relevant compliance legislation, regulations, statutory guidance, standards of performance, and how these overlap in coordinating safety 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 compliance, 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. ”