



# Compliance Manager

**Reports to:** Head of Landlord Compliance

## The part I play at Bromford Flagship LiveWest to enable people to thrive is:

To lead the Compliance Team and act as the accountable lead for compliance, ensuring the organisation meets all statutory, regulatory, and internal compliance and Health & Safety requirements. I provide strategic and operational leadership to deliver an effective asset compliance and assurance function, ensuring compliance contracts are managed efficiently, within budget, and in line with performance expectations, while driving continuous improvement.

I ensure compliance services are delivered in accordance with organisational strategies, policies, and procedures, embedding consistent working practices and maintaining high professional standards across the team. I also ensure colleagues receive the training, support, and certification required to meet regulatory obligations and perform their roles effectively.

I oversee the management of compliance-related complaints, ensuring customers are kept informed and issues are resolved promptly and effectively. I ensure full compliance with all relevant legislation, regulatory requirements, and industry best practice relating to asset compliance and Health & Safety, providing assurance that the organisation meets its landlord and asset compliance obligations. Where non-compliance is identified, I ensure appropriate controls and incident management processes are in place to mitigate risk and drive corrective action.

I'm responsible for maintaining a robust audit and assurance framework, ensuring effective monitoring, reporting, and governance arrangements are in place to provide assurance on compliance performance and regulatory obligations.

Through strong collaboration and relationship-building across the organisation, I lead the delivery of a customer-focused compliance service, promoting best practice, managing risk, and supporting the organisation in maintaining safe, compliant homes.

## My skills and experience include:

I have a strong background in management asset compliance and assurance and I have previous experience of successfully managing an asset compliance function across a large complex organisation.

I am experienced in management of operational compliance people and processes with experience of budget management, setting and control experience.

I'm a confident communicator and able to work with stakeholders at all different levels.

I'm educated to degree level, with NEBOSH or equivalent compliance/property related qualification and/or a composite of experience, skills and competences relating to asset compliance.

I have a relevant technical qualification in respect of key compliance activity e.g. gas safety, electrical safety, water safety, asbestos management.

I hold a full valid UK driving license.

## The skills I will develop include:

Building a strong understanding of regulatory and landlord compliance requirements, alongside the leadership and people management skills needed to lead high-performing teams.

I will strengthen my capabilities in risk management and assurance, contract and supplier management, data analysis and performance reporting and governance and executive-level reporting.

I will further develop customer-focused decision-making skills and the ability to lead change and transformation initiatives.