



Compliance Transformation Lead

Reports to: Head of Compliance

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

To lead the transformation of compliance systems, processes and data to ensure Flagship can demonstrate a safe, compliant and customer-focused service across all homes and assets.

I'm responsible for the successful delivery, implementation and continual improvement of compliance technology solutions, including Compliance 365 (C365), ensuring systems are fit for purpose, support regulatory requirements and provide accurate, transparent and accessible compliance information.

I work collaboratively across Compliance, Asset Management, M&E, Housing, IT and external partners to design and implement efficient processes that improve compliance performance, strengthen assurance and support informed decision-making. I coordinate transformation programmes from concept through to delivery, ensuring business readiness, stakeholder engagement and successful adoption of new systems and ways of working.

I oversee the delivery of system enhancements, data migration, testing, training and change management activities, ensuring solutions meet operational needs and deliver measurable benefits. I identify opportunities for continuous improvement and use data and insight to drive efficiencies, improve customer outcomes and strengthen compliance assurance.

I support the Head of Compliance in delivering strategic transformation initiatives and provide leadership and guidance to project teams, subject matter experts and stakeholders involved in compliance systems and process improvement programmes.

My skills and experience include:

I'm experienced in leading complex business transformation, systems implementation or change programmes.

I've a strong knowledge of compliance, asset management or property-related systems within housing or a regulated environment. With knowledge of compliance data management, governance and reporting requirements and I'm proficient in the Microsoft Office applications.

I have experience delivering technology solutions from requirements gathering through to implementation and benefits realisation. I have strong analytical and problem-solving skills with the ability to interpret complex data and business requirements.

With excellent stakeholder management and communication skills, with the ability to influence at all levels of the organisation.

I'm experienced in managing projects, risks, dependencies and competing priorities within a fast-paced environment. As well as the ability to lead workshops, facilitate change and support teams through transformation initiatives.

I'm educated to A-level standard or equivalent with evidence of ongoing professional development.

A qualification in project management, business analysis, change management or a related discipline is desirable.

Relevant training or certification in Microsoft Dynamics 365, Power Platform or similar business systems is also desirable.

The skills I will develop include:

Advanced knowledge of compliance legislation, regulation and best practice.

Expertise in emerging compliance technologies and digital transformation approaches.

Enhanced programme and portfolio management skills.

Greater understanding of customer experience and service design principles.

Continued professional development and external training opportunities.

Leadership skills that enable me to drive continuous improvement and embed a culture of innovation, accountability and excellence.