

Building, Compliance & People Safety Coordinator



About Us

We are taking Redbridge to the next level: we are ambitious about the future, proud of our staff and communities, and ready to lead meaningful change.

Located in north-east London, Redbridge offers excellent transport links that connect it to the City in just 15 minutes via the Elizabeth Line. The borough uniquely blends the energy and complexity of inner London with the green spaces and close-knit neighbourhoods often associated with outer boroughs. This combination creates a distinct environment, rich with opportunity, challenge, and diversity.

Home to over 310,000 residents, Redbridge is one of the most diverse communities in the capital and this diversity brings creativity, vibrancy and strong community identity, making inclusion and fairness central to the council's mission.

Redbridge Council has a strong reputation for delivery and its children's services are rated outstanding by Ofsted. Resident satisfaction remains high, reflecting a commitment to practical, people-focused public service.

However, the council is not complacent. Demand for services is increasing, expectations are rising, and external pressures, particularly around housing, care and community safety, continue to shape the context in which the organisation operates.

To meet these challenges and capitalise on new opportunities, Redbridge is investing in its leadership, workforce, and capacity to deliver. That includes significant changes to its senior structure, a renewed focus on modernisation, and a clear commitment to getting things done, and doing them well.



Welcome

Hi there,

Thank you for your interest in joining Redbridge Council.

This is a genuinely exciting time to be part of our story. We are a council with a strong record of delivery. However, we're not standing still and we are taking the next bold step in our journey.

As Leader of the Council since July 2024 and Chief Executive since March 2025, we've had the chance to listen, learn, and help shape a new direction. This campaign marks a significant investment in our leadership capacity, designed to give us the strategic strength and fresh thinking we need for what comes next.

We are modernising Redbridge and unlocking the potential in our people. Redbridge is a place with big ambitions and we want to grasp the opportunities we've not yet fully delivered on, particularly around regeneration, inclusive growth, housing, and how we modernise the way we work.

That's why this new team matters. We've created a structure that reflects our priorities and gives our people the space and support to lead, influence and get things done. And we are building a culture that values collaboration, kindness and drive, and where everyone feels valued and included. These changes will also mean that Redbridge will be even better placed to serve and deliver for our residents.

We want to attract individuals who are curious, open, and full of ideas, people who care about public service and want to help us lead change in a borough that's full of energy and complexity. Whether you are an experienced housing professional having worked in local authority or RSL's before, or stepping into local authority for the first time, this is a place where your work will matter, and your contribution will make a difference.

Thank you again for considering Redbridge. We hope you will want to be part of what we are building. Redbridge, reimagine what's possible and move to the next level.

Warm regards,

Cllr Kam Rai, Leader of the Council

Claire Hamilton, Chief Executive



Modernising Redbridge

Modernising Redbridge is about more than just change, it's about possibilities and unlocking the potential in our people, our places and our services.

Every day, across Redbridge, we make a difference. From frontline teams to those behind the scenes, we go the extra mile, delivering for our residents, supporting our communities and keeping this borough moving.

It's time to reimagine what Redbridge can be. To see beyond the way things have always been and envision something truly modern and vibrant.

It's about designing a council that works for our residents, which enables us to feel closer to them and the daily problems our communities may be facing.

Taking our services to the next level:

Modernising Redbridge will take our services to the next level, creating seamless customer journeys, digital by design and built around the real lives of our residents.

We want our spaces in Redbridge to be modern, flexible and inspiring places, where people want to work and communities want to gather.

We want our workforce to have opportunities and develop their skills and ideas. We want to grow our great talents, supporting and empowering to lead with purpose and ambition.

This programme is about breaking down historic barriers, working differently between teams and using technology to help people interact with us. Because the future of Redbridge isn't something that just happens to us. It's something we will create, together.



Our Asset Management Team

Hi, I'm Bob Granville.

I'm the Interim Operational Director of Housing for the London Borough of Redbridge.

I've been at the council for about three months now and I'm looking to build a team of really positive, can-do people who can take the Asset Management Team to the next level. We have a very strong mandate to get things done and we are building a structure and implementing the right governance for people to thrive and succeed and be able to deliver.

Redbridge is in a fantastic location. We are 20 minutes away from Central London and we have fantastic transport links taking us right into London. This is a great time to join us and help us continue to improve our services, which we need to do, to ensure that we put our tenants and residents at the very heart of the services that we deliver.

Redbridge has the smallest council housing stock of all London boroughs, with around 4500 homes. Since the introduction of the Right to Buy legislation in the 1980s we have lost 40% of the homes we once owned. This means that we have a high number of leaseholders that we also support with repairs and maintenance to their blocks and communal spaces.

I'm looking to recruit a team of positive can-do creative team players who really put our customers at the heart of the services that we offer. It's imperative to us that we consider the needs of our residents and that we deliver an effective and efficient service, ensuring that their homes are well maintained, safe and secure.

If you're a team player and if you really care, then Redbridge is the right place for you. We are a supportive team. We have fantastic colleagues and we are creating an environment where people can thrive. We are passionate about putting our people at the heart of the council, looking after people and making sure that they are happy in their work.

It's really important to me that we have a team that's full of happy people who are thriving, creative and focussed on delivery. So if you want to get things done and you want to achieve, come to Redbridge and we will wrap the support around you to help you thrive.



Bob Granville
Interim Operational Director of Housing

Job Description

Job title	Compliance Coordinator
Service Area	Building, Compliance & People Safety
Function	Asset Management
Team	Building, Compliance & People Safety
Grade	LBR 7 (£38,184 - £39,216)
Hours	36 hours per week
Base Location	Orchard (West) Housing Office, 152 Broadmead Road, Woodford Green, IG8 0AG
Reports to	Service Manager
Responsible for	None

Role Purpose and Dimensions

As a Compliance Coordinator you will work closely and in a proactive manner with internal and external stakeholders to ensure information is supplied in a timely manner and in the correct format to update the compliance management system. Further to this you'll carry out reconciliation checks between Association's compliance management system and the housing management system to ensure data held is accurate and monitor dashboards from the compliance management system and report accordingly.

You will play a pivotal role in supporting managers to ensure compliance with health and safety regulations, building standards, and statutory requirements. This role focuses on inspections, documentation, and performance monitoring to foster safe, legally compliant, and risk-aware environments.

Job Description

Overview of the Job

- Reporting to a Service Manager the post holder will be responsible for providing comprehensive support and administering across all areas of compliance including but not limited to electrical servicing and inspections, fire safety, lift servicing, annual gas servicing, water hygiene and other compliance areas.
- To track and monitor programmes to ensure all properties are compliant with statutory and non-statutory compliance.
- To assist with the access procedure and prepare documentation to support access enforcement proceedings.
- To ensure compliance documentation is recorded and held in line with legislation and best practice
- Act as first point of contact for your area of compliance for stakeholders.
- To effectively support and administer Redbridge's compliance areas.
- To provide reports on the status of compliance across the range of compliance areas; actioning or escalating any areas of potential non-compliance in a timely manner to ensure full compliance is achieved.
- To monitor compliance schedules across all areas of compliance and ensure servicing is scheduled to prevent non-compliance.
- Support the Compliance Service Manager in their role as the council's advisory lead, providing advice and expertise across all areas of compliance.
- To monitor and administer data quality and integrity.
- Ensure the integrity and quality of data retained in relation to relevant contracts, to ensure compliance with the council's policy and procedures.
- Assist with all aspects contract management for the range of serving and maintenance contracts supporting the work of the compliance team.

Key External Contacts

- External contractors, consultants and suppliers.

Key Internal Contacts

- Housing Management, Property Services, Asset Management Team, Finance Team, Temporary Accommodation Team.

Budgetary Responsibility

- Assist with the budget management and reporting of contracts more than £1 million, including reporting and analysis of spend and commitment.
- To contribute to the Compliance Managers annual preparation of the Compliance budget.

Decision Making

- Assist with the budget management and reporting of contracts more than £1 million, including reporting and analysis of spend and commitment.
- To contribute to the Compliance Managers annual preparation of the Compliance budget.

Other Considerations

- To work 36 hours per week.
- For certain tasks the post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather.

Key Accountabilities & Result Areas

Performance Management

- Prepare, collate and submitting of key performance indicator (KPI) data associated to the team when needed.
- Plan and prioritise own work activities over the weeks/months ahead to meet desired objectives, adjusting priorities as necessary to accommodate new pressures/frequent changes in circumstances understanding any relevant statutory timescales that are required.
- Remain fully up to date with all latest legislation, governance and regulations relevant to the role, ensuring any changes are notified to the Service Manager, and implement necessary updates/changes.

Risk Management

- The post holder ensuring that all statutory and industry requirements are properly adhered to (e.g. NICEIC, LOLER and Gas Safety Regulations).

Contract Management

- Assist with all aspects of contract management for the range of serving and maintenance contracts supporting the work of the compliance team.
- Assisting the Compliance Manager and other colleagues with the programming and procurement of framework contracts.

Knowledge & Health & Safety

- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.

Procurement & Relationships & Contracts

- The post holder will work closely with partners both internal and external to deliver a first-class service (examples include Housing, Contractors and Corporate Finance teams).
- The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.

Budget Monitoring

- Authorisation of works under the servicing and maintenance contracts up to an individual value of £500.
- Assist with the budget management and reporting of compliance contracts more than £1 million, including reporting and analysis of spend and commitment.

Liaison with Key Stakeholders

- To act as first point of contact for the service area helping tenants and stakeholders in relation to Building, Compliance and People Safety matters.

Professional and Technical

- A good understanding of statutory and non-statutory compliance affecting local government including knowledge of housing policy. To keep abreast of all new initiatives and best practice within the sector and act where necessary.

Key Accountabilities & Result Areas

Green Statement

- Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality

- Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.
- Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.
- Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct & Whistleblowing

- Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working

- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check, and references will be taken up prior to interview.

Equalities

- Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care

- Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.

Health and Safety

- Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

Key Accountabilities & Result Areas

To Contribute as an Effective and Collaborative Member of the Team

- Taking responsibility for continuing self-development and participating in training and development activities.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility

- The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and your competence.

Person Specification

Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important

		A - I - T	Weighting
Minimum Education/Qualifications:	<ul style="list-style-type: none"> Educated to degree or post-graduate level Minimum of 5 GCSE's or NVQ level 2 or equivalent. Compliance related qualification or demonstrable and relevant knowledge and experience in the area. 	A/I A/I A/I	2 3 3
Minimum Experience/Knowledge/Skills	<ul style="list-style-type: none"> Ability and experience in preparing regular statistical and written summary reports and KPI's for managers and senior managers on progress and problems against targets and objectives. Experience of achieving performance indicators and Key Performance Indicators. A good understanding of statutory and non-statutory compliance affecting social housing. Advanced ITC skills including use of databases, reporting, and use of bespoke models and tools. 	A/I AI AI A/I	3 3 3 3
Minimum Competencies: Customer Service	<ul style="list-style-type: none"> To actively contribute towards the effective and efficient provision of quality services in response to enquiries from both the public and service departments. 	A/I	3
Communicating and Influencing Others	<ul style="list-style-type: none"> Ability to work using own initiative with minimal or no supervision, able to build effective working relationships and work as part of a team (stakeholders include Housing, Contractors and Corporate Finance teams). 	A/I	3
Analysis and Judgement	<ul style="list-style-type: none"> Ability to think laterally and propose creative and innovative ideas and solutions to problems, and to exploit new 'smarter' ways of doing things, to achieve goals 	A/I	2

Person Specification

Planning, Organising & Achieving Results	<ul style="list-style-type: none"> Ability to plan, manage and meet deadlines. 	A/I	3
Budgetary	<ul style="list-style-type: none"> Ability to assist with the budget management and reporting of contracts 	I	2
Strategic Perspective	<ul style="list-style-type: none"> A sound understanding and experience of working within a multicultural environment with vulnerable residents and an acute awareness of equality matters 	A/I	3
Special Conditions	<ul style="list-style-type: none"> Ability to manage and control budgets and information systems. 	A/I	3

Benefits Package

Financial

- Fair and attractive salaries – as a minimum we offer London Living Wage (including apprentices)
- Excellent holidays minimum of 28 days per annum for full time staff rising to 33 days after five years service
- Attractive pension scheme that includes an employer contribution rate of up to 19.1%.
- Enhanced Occupational Sick Pay up to 6 months full-pay and 6 months half-pay, subject to length of service
- Generous special leave arrangements for emergencies in life
- Flexible working arrangements - offered to meet your needs and ours
- Hybrid working model
- Excellent policies that support our staff throughout their careers at Redbridge

Investing in you

- Extensive Training and Development opportunities both accredited and informal
- Monthly and annual staff recognition schemes
- Mentoring Scheme open to all staff
- Well supported Staff Equality Networks that are open to all staff
- Employee benefits scheme through an external benefits provider
- High quality IT technical equipment to support effective hybrid working

Health & Wellbeing

- Employee Assistance programme – offers an independent and confidential support and advice to staff on various issues which may be affecting their physical and mental wellbeing
- Trained Mental Health First Aiders throughout the organisation
- Occupational Health Support
- Eye Test reimbursement scheme
- Subsidised gym membership
- Cycle to work scheme
- Annual Calendar of events to provide opportunities for staff to celebrate important events and initiatives

Equal Opportunities

We are committed to employment practices that promote diversity and inclusion in employment and welcome applications from qualified applicants regardless of age, disability, gender identity, sex, marriage and civil partnership status, pregnancy and maternity status, colour, race, religion, or belief.

Contact Us

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