

## Job Description

### Performance & Compliance Officer

<b>Salary:</b>	Grade 6
<b>Contract:</b>	Full time
<b>Location:</b>	Canterbury/Medway Campus
<b>Responsible to:</b>	Head of Maintenance and Infrastructure
<b>Responsible for:</b>	Contracts Coordinator, Maintenance Administrator
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

The Performance & Compliance Officer is responsible for developing and implementing robust performance monitoring and compliance frameworks across maintenance and engineering services. The role ensures statutory, regulatory, and internal compliance while driving continuous improvement in service delivery.

This includes producing performance dashboards, managing risk assessments, and overseeing mandatory training and safety compliance to maintain a safe, efficient, and sustainable estate.

#### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Support audits and inspections, ensuring documentation is accurate and audit-ready.
- Lead ISARR investigations and produce reports for senior management.
- Review subcontractor RAMS and ensure compliance with University standards.
- Manage statutory and mandatory training skills matrices for internal teams.
- Oversee completion of risk assessments, COSHH assessments, and toolbox talks.
- Design, implement, and maintain systems, processes, and procedures to ensure compliance with budgetary controls, UUK and statutory requirements, Health & Safety regulations (including CDM and COSHH), and environmental standards (including F-Gas).
- Standardize working methods and maintain documentation within the CSE SharePoint platform.
- Lead troubleshooting and implement continuous process improvements to enhance efficiency and service quality.
- Monitor KPIs and SLAs, identifying trends, risks, and opportunities for improvement.
- Develop and produce performance reports and dashboards for all service delivery objectives.

#### Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Driving cultural change towards continuous improvement and accountability.
- Anticipating and mitigating risks related to compliance and operational performance.
- Managing multiple priorities and stakeholders while maintaining service continuity.
- Balancing performance reporting with compliance obligations across a large, complex estate.

## Facts & figures

Responsible for producing performance dashboards and reports for senior leadership.

Oversees statutory compliance activities including risk assessments, training matrices, and subcontractor reviews.

Supports compliance and performance management across one of the UK's largest university estates.

## Internal & external relationships

**Internal:** Maintenance teams, Health & Safety, Finance, Procurement, Estates colleagues.

**External:** Contractors, auditors, regulatory bodies, consultants.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Working in isolation
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Educated to A-level/NVQ3 standard and/or demonstrable equivalent experience in a similar role. (A,I)
- Proactive approach to continuous improvement and risk management. (A, I)
- Excellent communication and stakeholder engagement skills. (A, I)
- Strong organisational skills and ability to manage competing priorities. (A, I)
- Knowledge of statutory compliance frameworks (Health & Safety, CDM, COSHH, environmental regulations). (A, I)
- Excellent analytical and problem-solving skills with proficiency in data reporting tools (e.g., Excel, dashboards). (A, I)
- Strong experience in compliance management and performance reporting within estates, facilities, or similar environments. (A, I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

### Desirable Criteria:

- Membership of a relevant professional body (e.g., IWFM, RICS, CIBSE). (A)
- NEBOSH qualification or similar. (A)
- Technical knowledge of building services or maintenance operations. (A, I)
- Experience with CAFM systems and SharePoint. (A, I)
- IOSH Managing Safely or equivalent qualification. (A)