

## JOB DESCRIPTION



<b>Job Title</b>	Compliance Manager
<b>Job Location</b>	Office-based at Aylesbury
<b>Remuneration</b>	£30,000 - £40,000 depending on experience
<b>Hours</b>	38.75 hours per week with 23 days annual leave.
<b>Purpose Statement</b>	<p>Bierce Surveying Ltd is a market leading company offering a wide and diverse range of surveying and quality assurance activities. This is a challenging and highly dynamic role, with the successful applicant reporting to the Director of Quality Assurance &amp; Property Surveying.</p> <p>The Compliance Manager will support our contract with TrustMark, and associated partners, and will take on a lead role within the quality assurance team, being directly tasked with managing our compliance delivery, and reporting.</p> <p>This is a key role within the organisation, and the candidate is expected to be well versed with the relevant regulations, PAS 2030 and PAS 2035, hold measure specific knowledge and expertise, and recognised competency for domestic retrofit.</p> <p>They will be accountable for the successful management and reporting of all compliance-based submissions and reporting deliverables, including tracking and monitoring KPIs, supply chain liaison and reporting. The most crucial element of the role is supporting all members of the compliance and quality assurance team.</p> <p>The successful applicant will have responsibility for a wide range of management, administration, and analytical duties to support the on-going operations of the company. You will be required to assist with the implementation of critical business processes. It is therefore essential you are impeccably organised, possess excellent communication skills, have a keen eye for detail and the ability to work to tight deadlines under pressure.</p>
<b>Accountabilities</b>	<p><b>Compliance &amp; Quality Assurance</b></p> <ul style="list-style-type: none"> <li>• Management and oversight of our compliance reporting, ensuring:             <ul style="list-style-type: none"> <li>○ Non-Compliances are correctly reported;</li> <li>○ Reporting from the Field is consistent; and</li> <li>○ Remediation works are correctly carried out by the installers, where required.</li> </ul> </li> <li>• Providing technical support and development to the team, with the support of our Fields Operation Manager, as and when required.</li> <li>• Reporting of measures – overall responsibility for the submission of compliant submissions to our contracted partners in line with KPIs and agreed standards.</li> <li>• Maintaining and managing all relevant databases and platforms with the support of our Senior Quality Assurance Analyst.</li> <li>• Ability to analyse complex information / reports and present it in a structured and coherent way to co-workers at all levels in the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Being an escalated point of contact for the team and our contracted partners in relation to retrofit compliance, standards, and specifications</li> <li>• Keep up to date with all related industry developments and engaging with relevant stakeholders where required, to include, but not limited to, BSI, BEIS, TrustMark, PAS working / steering groups, Scheme Providers, Manufacturers, Retrofit Academy, System designers...</li> <li>• Update all stakeholders on any changes in legislation, regulation, and compliance requirements, in partnership with our Field Operations Manager and Director of Quality Assurance &amp; Property Surveying</li> <li>• Performance Monitoring – working with the Field Operations Manager to monitor and improve performance and consistency of the team, working to agreed standards and specifications</li> <li>• Any other reasonable duties commensurate with the post, which may be allocated from time to time.</li> </ul>
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<b>Dimensions of Role</b>	The job holder will report directly to the Director of Quality Assurance & Property Surveying.
<b>Working Relationships</b>	The role will involve working closely with the Field Operations Manager, Head of Quality Assurance and our Senior Quality Assurance Analyst, as well a close working relationship with the TrustMark team and external partners.
<b>Skills, Knowledge and Expertise</b>	
<b>Knowledge and Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 GCSE's at grade C or above (or equivalent) – must include English</li> <li>• Computer literacy</li> <li>• Previous or current experience of domestic technical monitoring for Government funded retrofit schemes</li> <li>• Strong track record delivering within the retrofit industry, compliance, building regulations and associated specifications</li> <li>• Relevant industry qualifications</li> <li>• Proven analytical skills</li> </ul>
<b>Desirable Skills and experience</b>	<ul style="list-style-type: none"> <li>• Advanced knowledge of Microsoft packages: Excel, Word &amp; PowerPoint</li> <li>• Knowledge of the energy efficiency, retrofit, building regs and associated specifications</li> </ul>
<b>Person Specification</b>	<ul style="list-style-type: none"> <li>• Ability to manage and prioritise multiple tasks</li> <li>• Good verbal and written communication, time management and organisation skills</li> <li>• Ability to work under pressure and to tight deadlines</li> <li>• Team player</li> <li>• Self-motivated, driven and proactive</li> <li>• Ability to maintain highest level of confidentiality</li> <li>• Attention to detail</li> <li>• Leadership and managerial experience</li> <li>• Proactivity and ability to learn very quickly</li> </ul>