

# Job Description

**Compliance & Contracts Officer**

Estates Services

Directorate of Infrastructure



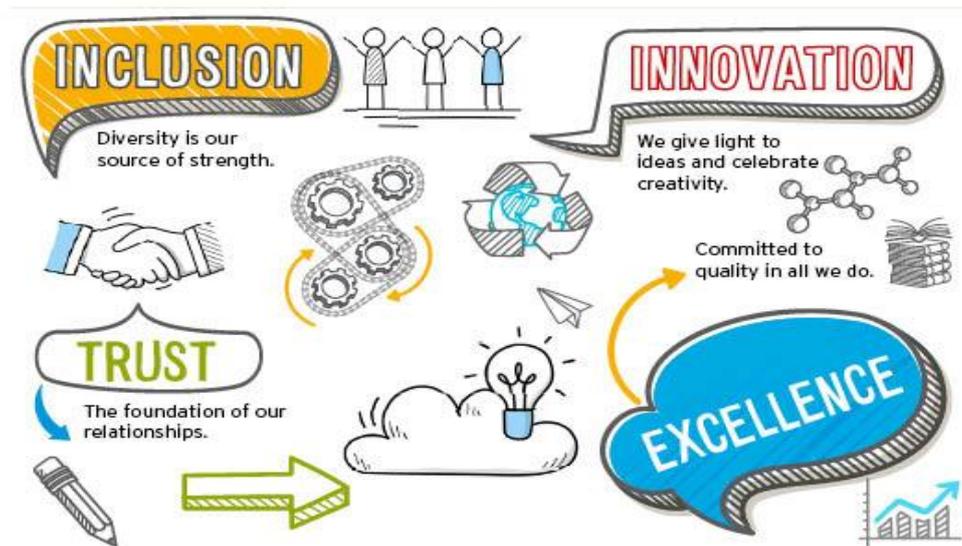
## Brief summary of the role

Role title:	Compliance & Contracts Officer
Grade:	Grade 7
Faculty or Directorate:	Infrastructure
Service or Department:	Estates
Location:	Main campus and hybrid
Reports to:	Senior Manager Compliance
Responsible for:	N/A
Work pattern:	Full time, permanent

# About the University of Bradford

## Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



## Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"><li>• Training and/or qualifications relating to Computer Aided Facilities Management (CAFM) systems, Integrated Workplace Management Systems (IWMS) or an Enterprise Asset Management (EAM) system such as Planon, ServiceNow, Maximo, SAP or similar.</li><li>• A NVQ level 4 qualification in a relevant subject area (Facilities Management, Maintenance, Engineering, IT systems, Quantity Surveying, Contract Management, etc) or relevant professional experience in one of these disciplines.</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Competency based membership of a relevant institution (e.g. IWFM, RICS, CIBSE, etc)</li><li>• A NVQ level 5 qualification in a relevant subject area (Facilities Management, Maintenance, Engineering, IT systems, Quantity Surveying, Contract Management, etc)</li></ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"><li>• Recent experience of managing, interpreting, analysing and reporting on activity that complies with UK regulations and other legislation relating to building fabric and building services.</li><li>• An ability to review compliance documentation against published standards, you will have recent experience of working with industry standards such as SFG20, CIBSE Guide M or BSRIA Compliance Checklist BG80.</li><li>• Significant experience of using Computer Aided Facilities Management (CAFM) systems (or similar database</li></ul>
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	<p>systems) and Microsoft Office packages, such as Excel and PowerBI to produce complex statistical reports.</p> <ul style="list-style-type: none"> <li>• Experience of writing processes to maintain comprehensive and detailed records alongside a knowledge of the process for writing standards and completing audits.</li> <li>• Experience and knowledge of drafting and reviewing maintenance contracts to industry best practice, and the process for validation of invoices / monthly valuations.</li> <li>• Experience of working for a facilities management or maintenance service provider or an organisation with a large team that self-delivers these services.</li> <li>• Experience of preparing and presenting reports to Senior Managers in a concise and informative manner.</li> <li>• Experience of working on your own initiative and independently, whilst contributing to an overall team objective.</li> <li>• Experience of dealing with conflicting priorities and working to tight deadlines.</li> <li>• Commitment to demonstrate behaviours in line with the University's values</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of working in a large multi-site/building organisation.</li> <li>• Experience of public sector procurement and applicable regulations, including drafting documentation and tendering contracts.</li> <li>• Experience of working with schedule of rates contracts.</li> </ul>

Personal attributes

<b>Essential</b>	<ul style="list-style-type: none"><li>• Confident communicator, with the ability to deliver written and oral reports to senior management.</li><li>• Resilient with the ability to unblock processes, and assist others to solve problems relating to compliance and contract management.</li><li>• Flexible, self-motivated, enthusiastic and committed.</li><li>• Able to work on own initiative and as part of a team.</li><li>• Honesty, integrity, sensitivity, tact and diplomacy</li><li>• Committed to continuous self-development.</li></ul>
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## Main purpose of the role

This is an important role within the University's Maintenance Team, the postholder will be responsible for demonstrating and explaining how the University meets its legal requirements in relation to buildings, plant and equipment. Where you identify deficiencies in our compliance approach, you will build action plans to ensure these are closed out within agreed timescales.

You will also manage the Maintenance team's contract schedule, ensuring that all contracts are procured, managed and reported upon in a compliant manner.

You will be expected to encourage, motivate and develop others to provide the evidence that ensures compliance across the University.

## Main duties and responsibilities

*Note: The list below may vary to include other reasonable requests (as directed by university management) which do not change the general character of the job or the level of responsibility entailed.*

- Supporting the Head of Maintenance and Senior Manager Compliance & Estates Contracts in defining standards for delivery of compliance, gathering evidence and reporting.
- Determine the scope, content and requirements of an annual planner for compliance and contract management, reporting activity to key stakeholders and managing a non-conformance escalation process.
- Analyse the University's performance and provide assurance around the delivery of premises statutory compliance for the University's estate by defining, building and maintaining dashboards and reports.
- Using a risk-based matrix to determine priorities, scope and complete audits on compliance activity and contract documentation, managing actions and only escalating any areas of concern that can't be resolved.
- Advising others on compliance and contract management standards, including delivering training on published standards such as SFG20, National Schedule of Rates (NSR) and CIBSE Guide M requirements.
- Resolve issues relating to the adaptation of standards and systems by acting as a 'Super-user,' championing the Estates approach, and demonstrating the value of these industry standard approaches.
- Using your technical and industry knowledge, you will review all submitted documentation, such as compliance certificates, and determine the appropriate remedial actions for delivery via the Estates Operations Managers before filing them in the appropriate location.

- Ensuring compliance evidence is up to date and complete and where necessary, liaise with key stakeholders to obtain missing documentation and to unblock processes, provide access to dashboards or reports and to escalate non-compliance as appropriate.
- Acting as an expert user of the compliance system, writing processes and documentation, training others in its use, and being responsible for training records for employees in relation to compliance skills.
- Acting as the key liaison with the compliance system provider for system integrations, development, updates and necessary training. You will also represent the University at external forums and working groups for compliance and contract systems and reporting.
- Interpreting all University protocols and policies in relation to compliance and contracts to understand the actions required by Estates, you will lead on new processes to ensure contractual adherence to these.
- Management of the Maintenance Team's Contract Schedule, ensuring all extensions, renewals and replacements are identified and planned with sufficient time to allow compliant procurement.
- Maintain a specialist knowledge and act as expert user for the University's licenced schedule of rates portals and systems, determining if they are accurately applied to maintenance contracts and managing any non-conformance.