Role profile

Job Title:	Compliance & Data Management Officer
Department:	Projects Delivery Unit
Directorate:	Economy & Sustainability

Grade:	10
Post no.:	TBC
Location:	Perceval House

Role reports to:	Asset Manager
Direct reports:	None
Indirect reports:	School site management staff, contractors or facilities management providers, PDU team.

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

Schools Maintenance Surveys and Key Maintenance Items

- To manage the complete process of Schools Maintenance (Compliance) Surveys.

- Visit council community maintained and PFI schools and carry out maintenance/health and safety surveys (Schools Maintenance Surveys) to assist schools with compliance and provide the information to Schools Services.

- To identify and advise on the quality of documentation presented by schools during Schools Maintenance Surveys.

- To produce detailed and accurate reports for the Schools Maintenance Surveys.

- Provide general maintenance advice to school in the lead up to and following the Schools Maintenance Surveys.

- Use the PDU database to track and follow up missing items for the Schools Maintenance Surveys.

- Liaise with Schools Services on trends and statistics from the Schools Maintenance Surveys.

- Assist PDU, Schools Services and Ealing Property services with data admin for school sites in the council's Concerto database.

- Manage the reporting from the Concerto database on FLAGEL status for schools. (FLAGEL is Fire, Legionella, Asbestos, Gas, Electricity and Lift maintenance/compliance).

- Provide regular checks of compliance documentation uploaded to Concerto by schools.

- Maintenance of several key data point including Ealing Schools Catering Contract schools, Ealing insurance schools, support surveyor schools so the lists are accurate.

PDU Asset Management

- Key role in PDU for provision of data administration for projects, sites, school drawings, tender documentation, support surveyor documents and other essential information.

- Manage the PDU Net Capacity return process.

- Assist with maintenance of and improvement of the Power Automate document functions.

- Assist with day-to-day monitoring of the PDU SharePoint Database (BILD20).

- Provide advice and assistance to the PDU and Schools Services teams in terms of database functionality and data accuracy.

- Manage users and permissions for the BILD20 database.

- Assist with provision of training and guidance documents for the BILD20 database.

- Communicate with PDU team to ensure project data is updated when required or changed for any other reason.

- Produce ad-hoc reports as and when required. For example, exporting data and transforming using tools such as Power Query.

- Assist PDU team with production of miscellaneous documentation such as letters to schools or contractors.

- Assist with school building data by updating certain information when project are completed or net capacity returns are made.

- Assist with keeping peripheral project data correct, such as O&M and drawings delivery.

Key accountabilities

- To initiate, plan, complete and report on Schools Maintenance Surveys within agreed timescales.

- Year to year improvement of school health and safety and maintenance compliance.

- To ensure that data within the Bild database is as accurate as possible at all times.

- Successfully create ad-hoc reports from the Bild database without the assistance of the Asset Manager if required.

- To take responsibility to mitigate or resolve challenges associated with Schools Maintenance Surveys to ensure successful delivery of outcomes.

- To build effective working relationships with school staff which may include head teachers, school business managers and school site managers.

- To build an effective working relationship with PDU and Schools Services teams.

- Ensuring that compliance (FLAGEL) document checks for Concerto are completed on time and reported accurately if required.

- Establish good self-administered working routines to ensure that essential services are delivered.

- To self-prioritise workload to meet the needs of all stakeholders.

- Continued motivation for improvement and learning.

Key performance indicators

- Timely planning, completing and reporting on Schools Maintenance Surveys.

- Providing constructive feedback from the Schools Maintenance Surveys.

- Updating the BILD20 database when necessary with information gathered from the Schools Maintenance Surveys including contact information for school staff.

- Year to year improvement of results from the Schools Maintenance Surveys.

- Providing information to Schools Services on which elements of schools' maintenance should be focused upon in the short and long terms.

- Positive feedback from schools and Schools Services.

- Consistent and high quality documentation.

- Accuracy of key data points for schools.

- Accurate and checked Net Capacity results delivered on time.

Key relationships (internal and external)

- Report to PDU Asset Manager.

- Liaise with PDU department leads, project managers and PDU team members.

- School Head teachers, business managers, site management staff and maintenance contractors.

- Schools Services property team and health & safety team.

- Property Services data team.

- Ealing Grid for Learning team, for gatekeeping notices.

Authority level

People

- Liaise with Council Officers at all levels.
- Support the Delivery Unit Manager and Asset Manager by providing regular and ad hoc Asset Management reports and data.
- To provide accurate, up to date reports and supporting information to Schools Property regarding Schools Maintenance Surveys.
- To provide accurate, up to date reports and supporting information to Schools Property regarding FLAGEL document status within the Concerto database.
- To regularly report major project status to the Delivery Unit Manager.
- To regularly report errors of omissions in major project data to the Delivery Unit Manager.
- Provide Asset Management support and advice to Project Managers, Architects, Engineers, Surveyors and design team colleagues.
- Responsible for the management and supervision of consultant and agency support staff.

Policy

- Ensure colleagues have access to up to date Asset Management data, including accurate contact and address information, condition data and drawings.
- Ensure colleagues provide up to date Project Management data, including project status and progress, risk register and financial information.
- In accordance with Contract and Council policies, provide professional, accurate and timely Asset Management support and advice to PDU colleagues and across all Council departments on request.

- Assisting production of specifications for tendering services including condition surveys and measured survey drawings.
- Evaluate tender returns for condition and measured surveys, recommending best value for money for the Council.
- Ensure all Council contractual obligations are met by the timely payment for services provided by the due date.

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles.

A commitment to Equality, Diversity and Inclusion (EDI) and ensuring Health and Safety at Work for everyone working at Ealing Council is essential for all roles.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills, abilities and experience

1. Competence in FLAGEL documentation and procedures; Fire, Legionella, Asbestos, Gas safety, Electrical safety and Lift maintenance, specifically in schools.**

2. A good knowledge of other maintenance and statutory compliance requirements in public buildings.

3. Safety awareness in asbestos management, Legionella precautions and CoSHH.

4. Although not essential, it would be advantageous to have previous experience of working with or in schools in a site management, statutory compliance and health and safety role.**

5. Experience in creating and reviewing property health and safety documents, including fire evacuation procedures, legionella schemes of control, roof access procedures and other similar documents.**

6. A keen eye to detail for checking compliance documents for errors and omissions, along with setting up reliable systems of work for site management and compliance and helping other organisations to do so.

7. Must be able to communicate with others of differing levels of knowledge, expertise and seniority, whilst managing challenging relationships with

external stakeholders such as head teachers, contractors or other schools staff.**

8. Successfully delivering survey type projects from initiation to completion including all stages and administration of projects.**

9. Knowledge or experience of working with Content Controls and Repeating sections in Microsoft Word and an understanding of how to use Power Automate to create accessible documents such as instructions, project certificates and tender documents.

10. Experience of data management within Microsoft SharePoint lists or similar user interfaces.

11. Experience of using Microsoft Excel to create intuitive, easy to read reports that can be converted to formats such as PDF. Some knowledge of how Power Automate works would be advantageous.**

12. Excellent knowledge and experience of Microsoft applications such as Outlook, Teams, OneDrive, Edge and Word, along with solid/intermediate Excel skills for working with charts and pivot tables.**

Essential qualification(s) and professional membership(s)

1. N/A

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
- Is passionate about making Ealing a better place - Can see and appreciate things from a resident point of view - Understands what people want and need - Encourages change to tackle underlying causes or issues	- Does what they say they will do on time - Is open and honest - Treats all people fairly	- Ambitious and confident in leading partnerships - Offers to share knowledge and ideas - Challenges constructively and respectfully listens to feedback - Overcomes barriers to develop our outcomes for residents	- Tries out ways to do things better, faster and for less cost - Brings in ideas from outside to improve performance - Takes calculated risks to improve outcomes - Learns from mistakes and failures	- Encourages all stakeholders to participate in decision making - Makes things happen - Acts on feedback to improve performance - Works to high standards