



# Resident Experience & Assurance

CANDIDATE INFORMATION PACK

July 2025



**Ealing**

[www.ealing.gov.uk](http://www.ealing.gov.uk)

**Adecco**



# WELCOME LETTER

Dear Candidate,

Welcome to Ealing Council, where we are committed to providing safe, secure, and sustainable housing for our residents. I am delighted to welcome you to the recruitment process for the Housing and Environment Directorate's positions at Ealing Council. We are excited to offer a range of key roles that provide an excellent opportunity to make a significant impact in the housing departments serving our borough. At Ealing Council, we are on a journey to rebuild the housing service to enhance the quality of life for our residents. Our corporate strategy and vision focus on creating good jobs, tackling the climate crisis, and fighting inequality to ensure a sustainable and inclusive future for all residents.

These roles offer the chance to drive positive change and improve the lives of our residents. You will be part of a team that focuses on supporting people to live well in the community and improving the quality of housing. Working for Ealing Council's Housing and Environment Directorate offers a unique opportunity to be part of the frontline teams taking forward the innovative delivery of our forthcoming housing improvement strategies.

By joining us, you will help shape a better future for Ealing's residents. We have embraced all recommendations from recent reviews as part of our journey of improvement to rebuild our services. Ealing is a fantastic place to work. The council is committed to creating an engaged, trusted, and supported workforce that is enabled to do the very best for the communities it serves.

We offer a competitive salary package, with additional benefits and discounts. The council has a new workforce strategy that focuses on several key areas to enhance its workforce and address various challenges. The council is dedicated to continuous learning and professional development, recognising that its success depends on the quality of its people. Additionally, the strategy emphasises the importance of equality, diversity, and inclusion, and aims to develop the workforce to work collaboratively with the community and its partners.

Below, you will find the role profiles that outline the roles, describe the knowledge, experiences, and skills we are seeking, and provide information about how you can apply for a role. We look forward to receiving your application and potentially welcoming you to our directorate.

Best regards.

Nicky Fiedler  
Strategic Director for Housing and Environment Ealing Council



# WHY JOIN US?

Working for Ealing Council's Housing and Environment Directorate offers a unique opportunity to make a significant impact on our communities. The council owns and manages around 18,000 properties, oversees a capital programme of £40m, and administers a £150m programme to acquire affordable housing for customers affected by homelessness and a £15m repairs budget. The council is dedicated to providing safe, secure, and sustainable housing, aligning with the council's strategic priorities. You'll be part of a team that focuses on supporting people to live well in the community and improving the quality of housing.

Ealing Council's housing strategies such as being responsible for leading and managing the repairs and maintenance operations, mainly via our contractors but also a small direct labour force. Ensuring efficient and effective service delivery tailored to the needs of the local residents to provide safe, secure, and well-maintained homes. Promote outstanding customer satisfaction by setting high expectations for the service and driving service improvement initiatives and help shape a better future for Ealing's residents.



**Are you ready to make a significant impact in the housing sector? Ealing Council is seeking talented and dedicated professionals to its Housing and Environment Directorate. We are offering the chance to drive positive change and improve the lives of our residents.**

# Commercial & Compliance Performance Manager

Salary: £64,317.00 – £67,810.00

## ABOUT THE ROLE

Are you ready to take your career to the next level? Our client, a leading organization in the Public Sector, is on the lookout for a passionate and experienced Commercial and Compliance Performance Manager to join their dynamic Asset Management team. This is a fantastic opportunity to make a significant impact on the lives of residents while ensuring the highest standards of service delivery.

### About Us:

The Resident Experience and Assurance team is dedicated to providing exceptional service and ensuring resident satisfaction. We believe in the power of community engagement and are committed to driving improvements in service delivery. If you thrive in a collaborative environment and have a passion for making a difference, we want to hear from you.

### Key Responsibilities:

- Lead and manage the commercial aspects of our ambitious multi-year programme for Capital and Building Safety remedial works across our property portfolio.
- Negotiate agreements with contractors to achieve the best outcomes for residents and the borough.
- Oversee procurement and appointment of contractors for multi-million-pound projects, ensuring financial accuracy in our systems and processes.
- Collaborate with internal teams and external partners to drive improvements and uphold quality assurance standards.
- Analyse asset management contracts and agreements, providing insights for cost forecasting and control.

### Who We're Looking For:

We are looking for someone who is not only skilled but also enthusiastic about commercial and compliance management. The ideal candidate will have:

- Proven experience in a commercial role within the asset and property management sector.
- Strong background in managing asset management contracts and agreements.
- Expertise in cost forecasting, control, procurement, and project management.
- Exceptional negotiation skills and market knowledge.
- Outstanding communication and interpersonal skills.
- A proactive approach to problem-solving and a commitment to continuous improvement.

# Commercial & Compliance Performance Manager

## Why Join Us?

- Enjoy a competitive salary and flexible working arrangements.
- Be part of an exciting and dynamic working environment.
- Contribute to a meaningful mission of enhancing resident experience and satisfaction.
- Collaborate with a dedicated team that values innovation and community engagement.

If you're ready to take on this exciting challenge and make a real difference in the community, we want to hear from you.

**How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [Sadie.nunn@adecco.co.uk](mailto:Sadie.nunn@adecco.co.uk) or by clicking this link: [Commercial and Compliance Performance Manager](#)

Join us in our mission to ensure safe and compliant living spaces for all. Your expertise could help shape the future of building safety in our community.

**Deadline for Applications:** Friday 1st August 2025

We can't wait to meet you and welcome you to our enthusiastic team.

# Quantity Surveyor

Salary: £53,607.00 – £55,620.00

## ABOUT THE ROLE

Are you ready to make a meaningful impact in the public sector? Our client is on the lookout for a passionate and dedicated Quantity Surveyor to join their dynamic Asset Management Commercial Team. If you thrive on delivering exceptional service and ensuring resident satisfaction, this is the perfect opportunity for you.

### About Us:

At our organisation, the Resident Experience and Assurance team is committed to driving improvements in service delivery and upholding quality assurance standards. We believe in the power of community engagement, and we're eager to welcome team members who share our vision.

**What You'll Do:** As a Quantity Surveyor, you'll play a vital role in managing costs and commercial performance across multiple high-profile contracts. Your expertise will ensure that each project is financially sound and delivers maximum value. Here's what you can expect:

- **Budget Management:** Prepare and manage budgets, cost plans, and forecasts to keep projects on track.
- **Cost Analysis:** Conduct thorough cost analysis and value engineering to ensure cost efficiency.
- **Performance Monitoring:** Monitor contractor performance and prepare monthly cost reports for internal stakeholders.
- **Change Management:** Assess and value variations, change orders, and claims to keep projects aligned with expectations.
- **Collaboration:** Liaise with contract managers, surveyors, and senior managers to ensure commercial success across projects.
- **Final Accounts:** Support the preparation of final accounts to close contracts efficiently.

# Quantity Surveyor

## What We're Looking For:

- **Strong Communicator:** Exceptional communication skills are essential for effective collaboration with stakeholders.
- **Detail-Oriented:** A keen eye for detail will help you manage costs and maintain high-quality standards.
- **Passionate:** A genuine passion for community engagement and improving resident experiences is a must.
- **Team Player:** You should be comfortable working in a team environment, driving improvements, and sharing insights.

## Why Join Us?

- **Impactful Work:** Play a key role in enhancing resident satisfaction and service delivery in the public sector.
- **Professional Growth:** Expand your skills and knowledge in a supportive environment that values your contributions.
- **Stability:** Enjoy the benefits of a permanent contract with a reputable organisation committed to excellence.

If you're excited about the opportunity to drive change and make a difference in the community, we want to hear from you. Join our client in their mission to provide exceptional service and ensure resident satisfaction.

**How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [beth.murray@adecco.co.uk](mailto:beth.murray@adecco.co.uk) or by clicking this link: [Quantity Surveyor](#)

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# Procurement Lead

Salary: £50,574.00 – £52,584.00

## ABOUT THE ROLE

Are you a passionate procurement professional looking to make a significant impact in the public sector? Do you thrive in dynamic environments and possess a knack for driving transformative change? If so, our client is eager to welcome you as their new Procurement Lead within the Resident Experience and Assurance division.

About Us: The Resident Experience and Assurance division is dedicated to delivering exceptional service and ensuring resident satisfaction. We are on the lookout for team members who can not only manage resident feedback but also enhance service delivery and uphold quality assurance standards. Join us in our mission to create a positive impact in our community.

### What You'll Do:

As the Procurement Lead, you will play a pivotal role in leading our asset management procurement function during a period of exciting transformation. Your responsibilities will include:

- **Strategic Leadership:** Oversee the procurement function to ensure compliance, value for money, and alignment with our strategic goals.
- **Driving Transformation:** Implement our ambitious multi-year programme aimed at delivering Building Safety remedial works across our property portfolio and enhancing contract management processes.
- **Governance Establishment:** Set up effective governance structures to support procurement activities and ensure robust decision-making.
- **Data-Driven Insights:** Enhance reporting, trend analysis, and data-driven decision-making for optimised procurement performance.
- **Collaborative Solutions:** Work closely with legal, finance, and contract management teams to foster integrated and effective solutions.

### Who You Are:

To thrive in this role, you will bring:

- **Proven Experience:** A solid background in public sector procurement with demonstrable success.
- **Regulatory Knowledge:** Strong understanding of procurement law and public sector regulations.
- **Transformation Expertise:** A track record of leading procurement transformation and strategy, complemented by excellent data and reporting skills.

# Procurement Lead

## Why Join Us?

- **Supportive Leadership:** You will be backed by a forward-thinking leadership team committed to your success.
- **Expert Resources:** Access to legal and transformation expertise to guide your initiatives.
- **Impactful Work:** Play a key role in driving meaningful change and enhancing resident satisfaction.

**What's Next?** If you're ready to lead with impact and be part of a team dedicated to improving lives, we want to hear from you. To apply, please submit your CV and supporting statement addressing the person specification in the role profile.

- **How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [beth.murray@adecco.co.uk](mailto:beth.murray@adecco.co.uk) or by clicking this link: [Procurement Lead](#)

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# Assistant Repairs and Maintenance Quantity Surveyor

Salary: £43,299.00 – £46,512.00

## ABOUT THE ROLE

Are you ready to make a difference in the public sector? Do you have a keen eye for detail? If so, we want you to join our dynamic team as an Assistant Repairs and Maintenance Quantity Surveyor.

### About Us

At our organisation, we are dedicated to delivering exceptional service and ensuring resident satisfaction. Our Resident Experience and Assurance team is on a mission to drive improvements in service delivery, manage resident feedback, and uphold the highest quality assurance standards. We're looking for enthusiastic team members who share our commitment to excellence.

**Role Overview:** As an Assistant Repairs and Maintenance Quantity Surveyor, you will play a crucial role in supporting our projects. You'll be involved in various aspects of cost management, ensuring we maximise value while delivering top-notch services to our residents. This is a permanent contract that offers you the chance to grow and develop your skills in a supportive environment.

### Key Responsibilities

In this role, you will:

- **Cost Planning:** Assist in developing and managing project budgets.
- **Tendering:** Help prepare and analyse tender documents.
- **Management of Variations:** Record and assist in managing variations and additional works effectively.
- **Monthly Applications:** Contribute to the preparation of monthly applications for payment.
- **Debt Management:** Ensure work in progress is managed efficiently, minimising debtors.
- **Cost/Value Management:** Identify opportunities for maximising cost savings and value management.
- **General Duties:** Conduct valuations, forecasting, budget control, estimating, change control, and final accounts.
- **Cost Reports:** Prepare detailed cost reports to aid in project decision-making.
- **Tender Analysis:** Review, analyse, and advise on tenders to ensure best value.
- **Budget Management:** Manage costs diligently to ensure the initial budget is not exceeded.

# Assistant Repairs and Maintenance Quantity Surveyor

## What We're Looking For

- **Communication Skills:** Strong verbal and written communication skills to engage effectively with residents and stakeholders.
- **Attention to Detail:** A meticulous approach to managing costs and ensuring accuracy in all reports and applications.
- **Passion for Community Engagement:** A genuine interest in improving the experience of our residents and enhancing service delivery.
- **Team Player:** A collaborative spirit that thrives in a supportive team environment.
- **Proactive Attitude:** A problem-solving mindset with a focus on finding innovative solutions.

## Why Join Us?

- **Career Development:** We are committed to your professional growth and offer training opportunities to enhance your skills.
- **Supportive Environment:** Work alongside a team that values collaboration, creativity, and community focus.
- **Impactful Work:** Contribute to projects that have a positive impact on residents and the community.

**If you're excited about the opportunity to contribute to our mission and work in a role that truly matters, we want to hear from you.**

- **How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [beth.murray@adecco.co.uk](mailto:beth.murray@adecco.co.uk) or by clicking this link: [Assistant Repairs and Maintenance Quantity Surveyor](#)

Join us in our mission to ensure safe and compliant living spaces for all. Your expertise could help shape the future of building safety in our community.

**Deadline for Applications:** Friday 1st August 2025

We can't wait to meet you and welcome you to our enthusiastic team.