

Job Description

Job title	Technical Compliance Manager	Date July 2026
Reports to (title)	Strategic Account Director	
Contract/Department	Native Oak	Revision 1
Location	Central	

Job purpose

Describe the overall purpose of the job in two or three sentences.

This role provides strategic technical leadership and governance across the account, acting as the key advisor to the Strategic Account Director on all technical compliance and assurance matters. Key aspects of the role include:

- Providing engineering leadership and assurance across the Account to support the delivery of fully compliant and optimised asset management, project and maintenance delivery.
- Demonstrating compliance levels against statutory, legal and contractual obligations through a robust assurance/audit programme.
- Delivering operational excellence through process improvements and innovation.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

The primary duties and responsibilities of the Technical Compliance Manager include:

- **Provide engineering leadership, supporting the Account Director** and the broader Management Team in delivering the Contractual requirements, at times covering for others during periods of absence.
- **Develop and Implement Compliance Programs.** Lead, create and maintain account-based compliance programs to ensure all technical operations meet regulatory, legal, Contractual and company standards.
- **Conduct Audits and Inspections.** Lead the delivery of the 3 Level assurance process, including conducting Level 2 audits and overseeing the outcome and completion of Corrective Actions from the Central Technical Assurance Level 3 audits.
- **Prepare compliance updates.** To be used for a variety of reports both internally and externally with the customer.
- **Monitor Regulatory Changes.** Stay updated on changes in regulations and standards, utilising EUK's Legal Register as appropriate, and adjust compliance programs accordingly.

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- **Provide Guidance and Training.** Provide technical support and advice to the operational engineering teams and account leadership team. That will offer guidance and training on compliance-related matters, ensuring account colleagues understand and adhere stipulated to compliance requirements.
- **Report and Document Compliance Activities.** Maintain detailed records of compliance activities and prepare reports for account management and regulatory bodies as required.
- **Investigate Non-Compliance Issues.** Lead investigations into non-compliance issues, in collaboration with the customer where required. Conduct detailed root cause analysis (RCA), ensuring lessons learned are established, applied, and effective.
- **Risk Management.** Identify, assess and record compliance risks and develop strategies to mitigate these risks.
- **Continuous Improvement.** Drive engineering standards, best practice and performance improvements throughout the Account.
- **Customer and Regulatory Interface.** Act as the primary point of contact for regulatory bodies and customers on compliance-related matters. Develop strong relationships with customers at a range of levels.
- **Energy and Sustainability deliverables.** Lead and deliver all requirements for energy and sustainability management.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

1 – Energy and Sustainability Management

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- **Leadership.** Strong leadership skills to lead teams when necessary and collaborate across departments to promote a culture of compliance.
- **Industry Experience.** Significant demonstrable experience in managing large FM portfolios with a hard services background.
- **Regulatory Knowledge.** Extensive knowledge of technical regulations, standards and industry best practice.
- **Compliance Program Development.** Experience in developing, implementing and managing compliance programs.
- **Auditing and Inspection.** Proven track record of conducting audits and assessments to ensure compliance with regulatory and company standards.
- **Risk Management.** Experience in implementing and delivering a risk management system.
- **Technical Expertise.** Strong multi-discipline technical background with the ability to understand and apply technical standards and requirements.
- **Problem-Solving.** Demonstrated ability to investigate non-compliance issues, perform root cause analysis and develop effective corrective action plans.
- **Communication Skills.** Excellent communication and interpersonal skills to provide guidance, training and support to staff and to interact with regulatory bodies and customers. IT literate including Word, Excel, Project, PowerPoint, Smartsheets and Visio. Experience of developing strong relationships with different stakeholders including customers at a variety of levels. Strong report writing skills required.
- **Continuous Improvement.** A track record of driving continuous improvement in compliance processes and systems.

Minimum:

- HNC/HND-Level qualification in a relevant engineering discipline.
- Demonstrable technical specialism/s and/or governance experience within facilities management / the built environment.
- IOSH managing safely (or equivalent) or a willingness to obtain.
- Extensive experience in compliance-led FM services including hard services.

Desirable:

- Hold IEng professional status or working towards.

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- Bachelor's degree or equivalent in Engineering (or transferrable people-based discipline) or similar related topic.

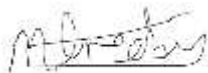
Behaviours:

- **Natural Leader.** Stands out with charisma and brings out the best in people who can direct and develop diverse engineering teams. By guiding others to accept new ideas and practices, transforming culture and behaviours.
- **Energetic and Enthusiastic.** Can work well under pressure, motivates others and is enabling for activity to be done.
- **Accountability.** Take ownership and be an active part of the account management team.
- **Strong work ethic.** Hard working, driving standards forwards.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- National Security Clearance should be held or obtainable.
- Must be willing to travel to different locations in England on a regular basis.

Line Manager Signature	
Print Name	Mark Treeby
Date	07/07/2026

Job Holder Signature	
Print Name	
Date	

FOR HR USE ONLY:				
Job Grade		EMCOR Competency Level		Training Profile UTC

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