

Post Details		Last Updated: 21/11/2025			
Faculty/Administrative/Service Department	Estates and Facilities				
Job Title	Estates Compliance Administrator				
Job Family	Professional Services	Job Level	Equivalent of 2B		
Responsible to	Estates Business Operations Manager (dotted line to Compliance Manager)				
Responsible for (Staff)	N/A				

Job Purpose Statement

The Compliance Administrator provides accurate, timely and proactive administrative support to ensure that the University's statutory and regulatory compliance obligations are fully evidenced and audit ready. Working within the Estates Operations team and reporting to the Estates Business Operations Manager, the postholder maintains comprehensive electronic and paper records covering all major compliance domains – including fire safety, water hygiene (L8), asbestos (CAR 2012), electrical and mechanical testing, LOLER / PUWER inspections, and DSEAR activities. The postholder acts as the central coordination point between Estates staff, contractors, auditors (Cervus +), and University stakeholders. This role requires exceptional attention to detail, data integrity, and the ability to multi-task across multiple compliance streams to tight deadlines

Key Responsibilities

1 Compliance Administration

- Maintain central compliance registers and ensure certificates, service reports and remedial records are uploaded accurately to Archibus / SharePoint systems and external systems.
- Verify submissions from contractors and consultants to confirm that inspection frequencies and formats meet statutory standards.
- Track testing programmes and chase outstanding documentation to ensure all statutory tasks remain in date.
- File and index audit evidence for fire, water, asbestos, electrical and mechanical systems so that records are instantly retrievable.
- Support the Business Operations Manager and Compliance Manager by producing weekly status dashboards and highlight reports.
- Prepare evidence packs for Cervus + audits, insurer reviews and HSE inspections.
- Produce fire risk assessment records to support the fire officers.

2 Operational and Financial Support

- Coordinate inspection schedules and contractor access arrangements for statutory testing and remedial works.
- Raise and process purchase orders, goods receipts and invoices for compliance contracts using the University's finance system.
- Maintain supplier records, insurance certificates, and contract renewal dates for compliance service providers.
- Support internal procurement exercises by collating historical data and KPI evidence.

3 Data Integrity and Reporting

- Develop and maintain standardised forms and checklists to ensure consistent record-keeping across Estates Operations.

4 Customer Service and Communication

- Liaise professionally with auditors, consultants and internal stakeholders to support a positive and compliant culture.
- Uphold the professional image of the Estates and Facilities department in all communications.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising *Where does the work come from? What planning is required, how complex is the planning and over what timescale e.g. days/weeks/months/annually/longer?*

The postholder plans and prioritises daily, weekly and monthly activities to ensure all statutory compliance records remain accurate, current and audit ready. They balance recurring administrative duties—such as uploading inspection certificates, validating reports and liaising with contractors—with ad-hoc requests for data, reports or audit evidence from Estates management, insurers and external auditors. The role involves coordinating information flows between internal Estates teams, external compliance contractors and the University's compliance supervisors, ensuring that inspection frequencies deadlines and documentation standards are consistently met.

The postholder must manage multiple live registers simultaneously (covering fire safety, water hygiene, asbestos, electrical and mechanical testing, LOLER/PUWER, and DSEAR), tracking performance against statutory inspection cycles, highlighting overdue items, and maintaining a clear forward plan for renewals and audits.

Problem Solving and Decision Making.

Within the scope of the role, the postholder will regularly identify and resolve issues such as missing documentation, incomplete records, or data mismatches between systems.

They are expected to apply judgement and initiative to determine the most effective resolution—whether by correcting data, requesting clarification from contractors, or escalating complex technical queries to the Compliance Manager or the Estates Business Operations Manager.

The postholder will assist in data validation following internal or external audits, helping to investigate non-conformances and ensure corrective actions are completed within required timescales.

Continuous Improvement.

The postholder is encouraged to take a proactive approach to improving compliance administration processes and data integrity. They will help design and implement standardised templates, file-

naming conventions, and automated reports to improve audit readiness and reduce manual workload.

They will also contribute to system improvement projects (for example, Archibus development) by providing feedback on usability, data structure and process consistency. The role involves developing or maintaining user guidance for colleagues to promote best practice in compliance record-keeping and document control.

Accountability

This post plays a vital role in ensuring the University can demonstrate full statutory compliance to regulators, insurers and auditors. Accurate, timely and secure record-keeping is essential for the University's ability to meet its legal obligations under health, safety and environmental legislation. Errors or omissions in compliance data could expose the University to legal, financial or reputational risk; therefore, attention to detail, confidentiality and data accuracy are critical. The postholder is personally accountable for ensuring all statutory records within their remit are traceable, complete and readily retrievable for audit purposes.

Dimensions of the role

Supports compliance record-keeping and audit administration for approximately 260 buildings / 400,000 m² of estate.

Works closely with five Compliance Manager, Estates Maintenance, Projects and external statutory testing contractors.

Interfaces regularly with University Health & Safety, Procurement, Finance and Insurance teams. Produces compliance dashboards, KPI summaries and evidence packs for audits and management review.

Has no budgetary or staff management responsibility.

Supplementary Information

The postholder is a key member of the administration team within Estates supporting the varied work of team by providing a high-quality administrative service including covering estates help desk, reception staff and fleet administration when necessary.

They must handle sensitive information with integrity and professionalism, maintaining discretion and accuracy in all communications.

The postholder is expected to undertake ongoing training in statutory compliance requirements, data protection and Archibus/SharePoint systems to ensure continued professional competence and to support the continuous improvement of Estates compliance processes.

Person Specification

Qualifications and Professional Memberships

Vocational qualification plus several years' relevant administrative experience, or learning gained through work experience over several years (including short courses and formal training).

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

Excellent Microsoft Office skills (Word, Excel, Outlook, powerpoint) and ability/willingness to learn bespoke software systems

E

2

Experienced user of Microsoft Sharepoint

E

2

Experience maintaining statutory / compliance records with high accuracy.

E

2

Ability to interpret and cross-check technical reports and certificates.

E

2

Experience of working independently without supervision whilst recognising the need to keep others informed and to work as part of a team

E

2

Experience of minute taking, working to tight deadlines and managing up upwards

E

3

Awareness of statutory compliance areas (Fire, Water, Asbestos, Electrical Testing).	D	n/a
Special Requirements:		Essential/ Desirable
Willingness to undertake necessary training		2
Willingness to help or to cover for other members of the department, including working flexibly to achieve key objectives		2
Core Competencies		Level 1-3
Communication	2	
Adaptability / Flexibility	2	
Customer/Client service and support	3	
Planning and Organising	2	
Continuous Improvement	2	
Problem Solving and Decision Making Skills	2	
Managing and Developing Performance	n/a	
Creative and Analytical Thinking	1	
Influencing, Persuasion and Negotiation Skills	1	
Strategic Thinking & Leadership	n/a	
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significantly changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		
<p>Background Information</p> <p>Estates & Facilities Management (through Operate Surrey) plans, develops and maintains the University's estate, providing safe, efficient and compliant environments for students, staff and visitors. Compliance is central to this mission, covering all statutory inspection and testing activities that underpin health, safety and legal assurance.</p>		

Department Structure Chart**Relationships****Internal**

- Estates Operations, Maintenance, Projects and Compliance Supervisors
- University Health & Safety, Finance, Procurement and Insurance teams
- All University faculties and departments (users of the estate)

External

- Contractors, consultants and auditors (e.g. Cervus +)
- Regulatory inspectors and insurers (as directed)
- Suppliers and service providers for statutory testing