CAFM & Compliance Manager Job Description

Job Title: CAFM & Compliance Manager

Reports To:

Head of Technical Performance

Purpose of the Role:

To manage the Computer-Aided Facilities Management (CAFM) system and ensure statutory, regulatory, and contractual compliance across the facilities portfolio. The role is responsible for maintaining accurate asset and maintenance records, monitoring compliance performance, coordinating audits, and providing assurance that all planned maintenance and compliance activities are completed within required timescales.

Key Responsibilities

CAFM Management

- Act as the system owner and administrator for the CAFM platform.
- Maintain asset registers, site data, planned preventive maintenance (PPM) schedules, and statutory compliance records.
- Ensure data accuracy, integrity, and consistency across the CAFM system.
- Develop and manage dashboards, KPIs, and performance reports.
- Support system upgrades, enhancements, and user training.
- Produce management information and compliance reports for stakeholders.

Compliance Management

- Ensure compliance with all relevant legislation, regulations, and industry standards.
- Monitor statutory inspections and maintenance activities, including:
    - Fire safety
    - Electrical systems
    - Water hygiene (Legionella)
    - Gas safety
    - Lifting equipment (LOLER)
    - Pressure systems (PSSR)
    - Asbestos management
    - Emergency lighting
- Maintain compliance documentation and audit trails.

- Track remedial actions and ensure timely closure of compliance-related defects.
- Support internal and external audits.

Performance & Assurance

- Monitor contractor compliance and service delivery.
- Review maintenance records and certifications.
- Produce compliance performance reports and risk registers.
- Identify trends, risks, and opportunities for improvement.
- Ensure compliance KPIs are achieved.

Stakeholder Management

- Liaise with operational teams, clients, contractors, and duty holders.
- Provide guidance on statutory and regulatory requirements.
- Support business planning and governance activities.
- Present compliance updates to senior management.

Health, Safety & Risk

- Promote a strong safety and compliance culture.
- Support risk assessments and safe systems of work.
- Ensure appropriate escalation of compliance risks.
- Assist with incident investigations and corrective actions where required.

Person Specification

Essential Qualifications

- Relevant qualification in Facilities Management, Building Services, Engineering, or Compliance Management.
- NEBOSH General Certificate (desirable).
- IWFM qualification (desirable).
- Strong understanding of statutory compliance requirements within facilities management.
- Working knowledge of HTM

Experience

- Experience managing CAFM systems (e.g., Concept Evolution, Maximo, SAP, Planon, ServiceNow, MRI, CAFM Explorer).
- Experience within facilities management, estates, or building maintenance.
- Knowledge of statutory maintenance and compliance disciplines.
- Experience of compliance auditing and reporting.

Skills & Competencies

- Strong analytical and reporting skills.
- Excellent attention to detail.
- Effective stakeholder management.
- Proficient in Microsoft Office, particularly Excel and Power BI.
- Ability to interpret legislation and compliance requirements.
- Strong organisational and project management skills.