



Hexagon

Electrical & M&E Compliance Manager

# Recruitment Pack

June 26



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# Welcome letter

June 2026

Dear Candidate

## **Electrical and M&E Compliance Manager**

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Sunday 5<sup>th</sup> July**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

### **Hexagon Human Resources**

**Tel:** 0208 768 7941

**Email:** [recruitment@hexagon.org.uk](mailto:recruitment@hexagon.org.uk)

**Web:** [www.hexagon.org.uk/careers](http://www.hexagon.org.uk/careers)

## About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

**Our values are designed to enable us to:-**

Put our **C**ustomers at the heart of what we do

**A**ppreciate difference

Be **R**esponsible (and accountable)

**E**mpower our people



# The Property Safety Team

Hexagon operates mainly in South-East London across Southwark, Lewisham, Greenwich, Croydon, and Bexley, and also North Kent. We own and manage over 4,300 homes including a mixture of property types including Listed early 20<sup>th</sup> Century blocks and Britain's oldest concrete house. We are also continuing to develop more both ourselves and in conjunction with partners.

The Electrical & M&E Compliance Manager will be the lead for the organisation for all things related to mains electrical systems, lifts, lifting equipment and other M&E including management of contractors, ensuring the compliance system is reviewed, updated and referred to as well as day-to-day guidance / advice. In addition to electrical installations, lifts, and M&E their remit will include management of lightning protection, PV panels etc.

The post holder will also be responsible for the management of both the equipment and risks relating to lifts and lifting equipment, including disability related hoists, stairlifts etc.

The role sits within the Property Safety Team in Hexagon; this team manages all aspects of property safety across Hexagon's stock. This includes fire safety, electrical safety, water hygiene, maintenance of mechanical and electrical equipment and structural safety amongst other areas of safety.

The Electrical & M&E Compliance Manager will be expected to have good levels of technical expertise in their area of work and be the focal point for all lifts, electrical and M&E safety related matters in the organisation. The Property Safety Team are the 'gatekeepers' of all property safety-related information and activities in Hexagon and this will mean working collaboratively with other departments, contractors, residents, and regulator(s) to reduce the risk to residents' and others as much as possible.

The Property Safety Team is expected to track all relevant work undertaken, which may have an impact on property safety, and the team will need to ensure that such work does not compromise the safety of Hexagon's and neighbouring properties. This includes assisting with/following the requirements of the 'golden thread' system and processes.

The Board of Hexagon take property/building safety seriously and are closely involved in monitoring arrangements and improvements. The Property Safety Team has been and continue to commission and manage a significant amount of works as well as providing safety related oversight to other teams such as Repairs and Stock Improvement.

It will be the role of the Electrical & M&E Compliance Manager to manage a mixture of contractors, consultants and works programmes to ensure the EICR / LOLER programme

is adhered to, recommendations followed up on and are completed in a timely manner to the appropriate standard.

The Property Safety Team, led by the Property Safety Manager has four project / contract managers covering the various aspects of compliance as well as two team support staff.

The five most important, interesting, and exciting challenges for this post are:

1. Playing a key role in a small team that covers a wide range of compliance areas, responds swiftly and effectively to all relevant changes in the industry to ensure that residents are safe and Hexagon is fully compliant at all times;
2. Helping to / advising on the development of a full property / building safety management framework taking into account upcoming legal / guidance changes;
3. Mobilising a new M&E related contract, setting standards etc. and having the authority and autonomy to put best practice into place;
4. Undertaking a full review of Hexagon's lifts and lifting equipment management arrangements; and
5. Working across Hexagon and with key contractors and other parties to revise, implement and audit the organisations Property / Building Safety plan along with key procedures

# Job Description

**Job title: Electrical & M&E Compliance Manager**

**Responsible to: Property Safety Manager**

**Purpose:** To lead the safe, compliant, and customer-focused management of electrical, lifts, and wider M&E systems across all properties. The role ensures full compliance with statutory obligations while placing resident safety, experience, and outcomes at the heart of service delivery, in line with the Regulator of Social Housing Consumer Standards.

You will be responsible for ensuring that services are safe, reliable, well-managed, and responsive to residents' needs, while providing clear assurance to senior leadership that risks are effectively controlled and compliance is demonstrable.

## **Principle Accountabilities:**

### **Resident Safety & Consumer Standards**

- Ensure resident safety is the primary driver of all decisions, maintaining safe homes in line with the Safety & Quality Standard.
- Deliver services that are fair, respectful, and responsive, minimising disruption and meeting the expectations of the Transparency, Influence & Accountability Standard.
- Ensure residents are kept informed about works, safety issues, and access requirements in a clear, timely, and accessible way.
- Take a proactive, risk-based approach to identifying and addressing hazards, including electrical, lifting equipment, overheating, and ventilation-related risks.
- Work collaboratively to ensure services reflect the needs of vulnerable residents, including safeguarding considerations.

### **Compliance & Assurance**

- Ensure all statutory inspections (e.g. EICR, LOLER) are completed within required timeframes and are fully compliant with legislation.
- Maintain robust systems to track, monitor, and evidence compliance, ensuring accurate and auditable records are in place.

- Provide clear performance reporting, including KPIs, to demonstrate compliance, contractor performance, and resident impact.
- Support internal and external audits, ensuring findings are addressed promptly and improvements embedded.
- Contribute to maintaining the “golden thread” of safety information.
- Ensure compliance with Awaab’s Law by promptly identifying, reporting, and addressing hazards with urgency, safeguarding residents’ health, and wellbeing at all times.

#### **Contract & Programme Management**

- Lead the management of contractors delivering electrical and M&E compliance, repairs, and remedial works.
- Drive high performance, holding contractors accountable for quality, compliance, timeliness, and customer service outcomes.
- Ensure that all identified remedial works are risk-assessed, prioritised, and completed promptly to the correct standard.
- Oversee planned preventative maintenance (PPM) and improvement programmes, ensuring alignment with asset strategies.
- Manage budgets effectively, ensuring value for money without compromising safety or quality.

#### **Customer-Focused Service Delivery**

- Ensure access arrangements are managed effectively, balancing compliance requirements with respect for residents’ homes and circumstances.
- Oversee approaches to access challenges, including escalation processes, ensuring these are handled fairly, proportionately, and sensitively.
- Monitor customer feedback, complaints, and satisfaction to drive continuous improvement in service delivery.
- Ensure services are coordinated to reduce repeat visits and disruption to residents.

#### **Technical Leadership & Advice**

- Provide expert advice on electrical, lifts, and M&E compliance to colleagues across the organisation.

- Support teams and contractors to understand their responsibilities regarding H&S, CDM, and regulatory compliance.
- Contribute to service design, investment planning, and new developments to ensure safe and customer-focused outcomes.
- Promote best practice in managing the interaction between electrical systems, heating, ventilation, and damp & mould risks.

#### **Partnership & Collaboration**

- Work closely with repairs, asset management, housing, and development teams to deliver a joined-up, resident-focused service.
- Ensure contractor and internal activity is aligned to minimise disruption and maximise efficiency.
- Provide guidance and support to colleagues to improve understanding of compliance and resident safety responsibilities.

#### **General Responsibilities**

- Act in accordance with organisational policies, values, and behaviours.
- Maintain high standards of integrity, accountability, and confidentiality.
- Take responsibility for ongoing professional development.
- Undertake any other duties reasonably required.

#### **Success Measures**

- Full compliance with statutory requirements (EICR, LOLER, M&E).
- Demonstrable improvement in resident safety outcomes and risk reduction.
- High levels of resident satisfaction and reduced complaints.
- Strong contractor performance and measurable service improvements.
- Clear, auditable compliance evidence and positive audit outcomes.
- Effective budget management and value for money delivery.

## Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, its subsidiaries and any associated organisations.
2. Post holders will always be consulted before job descriptions are amended.

# Person Specification – Electrical & M&E Compliance Manager

Skills Required	Level
<b>Work Experience</b>	<p><b>Essential</b></p> <p>Substantial experience of managing electrical, lifts and wider M&amp;E compliance services in occupied homes or a similar residential environment</p> <p>Proven experience of managing high risk remedial works and ensuring safety-critical issues are prioritised and resolved within required timescales</p> <p>Experience of contractor and contract management, including procurement, performance management, budget oversight, and driving continuous improvement in quality compliance and customer service</p> <p>Experience of using compliance systems, maintaining accurate auditable records and producing KPI, performance and assurance reporting</p> <p>Experience of delivering services in a way that reflects the needs of vulnerable residents, balancing compliance requirements with professionalism, sensitivity and respect</p> <p><b>Desirable</b></p> <p>Experience of supporting internal and external audits and implementing recommendations within required timescales</p>
<b>Skills/Knowledge/Abilities</b>	<p><b>Essential</b></p> <p>Strong knowledge of statutory compliance requirements, including EICR, LOLER, planned preventative maintenance and wider M&amp;E safety obligations</p> <p>Good understanding of legal access processes, escalation routes and proportionate enforcement in relation to compliance activity</p> <p>Ability to communicate technical and compliance information clearly in plain language to residents, colleagues, contractors and other stakeholders</p>

Working knowledge of Health & Safety legislation, CDM and Electrical Safe Systems

Strong planning, organisational and prioritisation skill with the ability to work under pressure and meet deadlines

Strong IT and numeracy skills, including experience of Word, Excel and compliance management systems

Ability to work collaboratively across teams to deliver joined up services and provide technical advice, guidance or training where required

**Desirable**

Understanding of ventilation systems and the link between M&S services, damp, mould, overheating and resident safety

Knowledge of NHF Schedule of Rates or similar commercial frameworks

**Personal Qualities** Strong commitment to resident safety with the ability to apply a risk based approach to service delivery and decision making

Team player with a positive 'can do' attitude

**Qualifications** Relevant technical qualification, professional accreditation or equivalent experience

**Desirable**

IOSH Managing Safety, NEBOSH or equivalent health and safety qualification

**Other requirements** Full driving licence/access to a vehicle with the ability to travel between sites as required

Ability to attend occasional evening meetings or weekend meetings where required

Appreciates difference and treats all people with dignity and respect

**You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.**

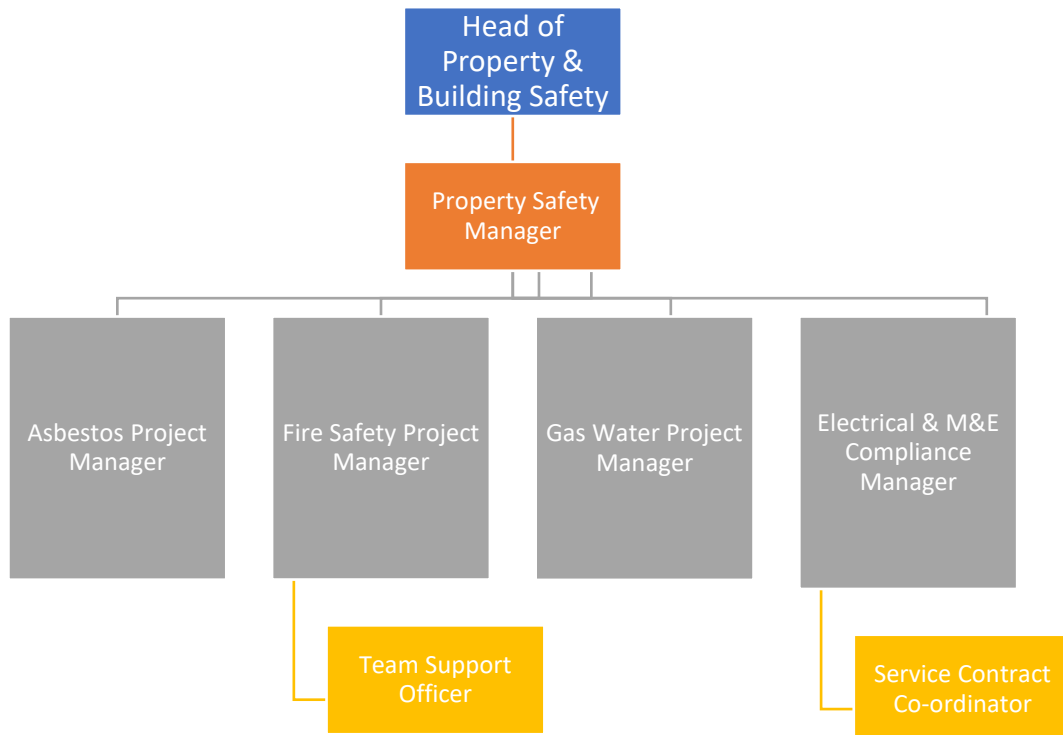
# Our Culture Web and CARE Behaviours



## Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	<ul style="list-style-type: none"> <li>Be polite</li> <li>Keep your promises</li> <li>Communicate updates regularly</li> <li>Listen and show empathy</li> <li>Be solution focused with a 'can do' attitude</li> <li>Ask and act on feedback from customers</li> </ul>	<ul style="list-style-type: none"> <li>Seek to understand difference</li> <li>Treat people as individuals</li> <li>Be self-aware of own bias</li> <li>Be non-judgemental</li> <li>Be respectful</li> </ul>	<ul style="list-style-type: none"> <li>Don't blame, just explain</li> <li>Don't pass the buck</li> <li>Acknowledge and follow up emails/queries within agreed times</li> <li>Keep calendar presence up to date</li> <li>Respect others' time</li> </ul>	<ul style="list-style-type: none"> <li>Share skills and good practice</li> <li>Collaborate and work as a team</li> <li>Attend job/person centred training</li> <li>Be trusting and trustworthy</li> <li>Be constructive</li> <li>Ask for what you need to do your job</li> </ul>
Managers	<ul style="list-style-type: none"> <li>Embed the CATH principles</li> <li>Take ownership for customer experience</li> <li>Learn from customer feedback</li> <li>Listen and take action</li> </ul>	<ul style="list-style-type: none"> <li>Be aware of individual staff traits</li> <li>Respect different ways of working</li> <li>Be flexible in setting objectives</li> <li>Be fair and equitable to all team members</li> </ul>	<ul style="list-style-type: none"> <li>Listen to staff and explain when making changes</li> <li>Set intelligent SMART objectives</li> <li>Recognise achievements</li> <li>Be consistent</li> <li>Be results focused</li> <li>Put policies/procedures in place and make sure they are followed</li> </ul>	<ul style="list-style-type: none"> <li>Promote ongoing learning for team members</li> <li>Set clear priorities and expectations</li> <li>Be supportive and flexible</li> <li>Step in with support when resolution is needed</li> </ul>
Directors	<ul style="list-style-type: none"> <li>Consider the impact of decisions on customers</li> <li>Be seen to be listening</li> <li>Be close to the 'frontline'</li> <li>Be strategic, seeing the bigger picture</li> <li>Guide change</li> </ul>	<ul style="list-style-type: none"> <li>Be a champion and voice of diversity</li> <li>Be accessible and approachable</li> <li>Be fair in conflict resolution</li> <li>Set a positive performance management framework that recognises difference</li> </ul>	<ul style="list-style-type: none"> <li>Set realistic but stretching objectives</li> <li>Be visible and interact with staff/residents</li> <li>Be honest and transparent</li> <li>Be open to constructive feedback</li> </ul>	<ul style="list-style-type: none"> <li>Set clear direction and delegate</li> <li>Lead by example</li> <li>Get to know and value your people</li> <li>Provide recognition</li> </ul>

## Organisation Chart –



# Principal terms and conditions

*(For information purposes only)*

## Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

### 1. Position

Electrical & M&E Compliance Manager

### 2. Remuneration

Salary £56,456 - £63,433

### 3. Our generous range of benefits includes:

#### Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

#### Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

#### Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

#### Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

#### **4. Annual Leave**

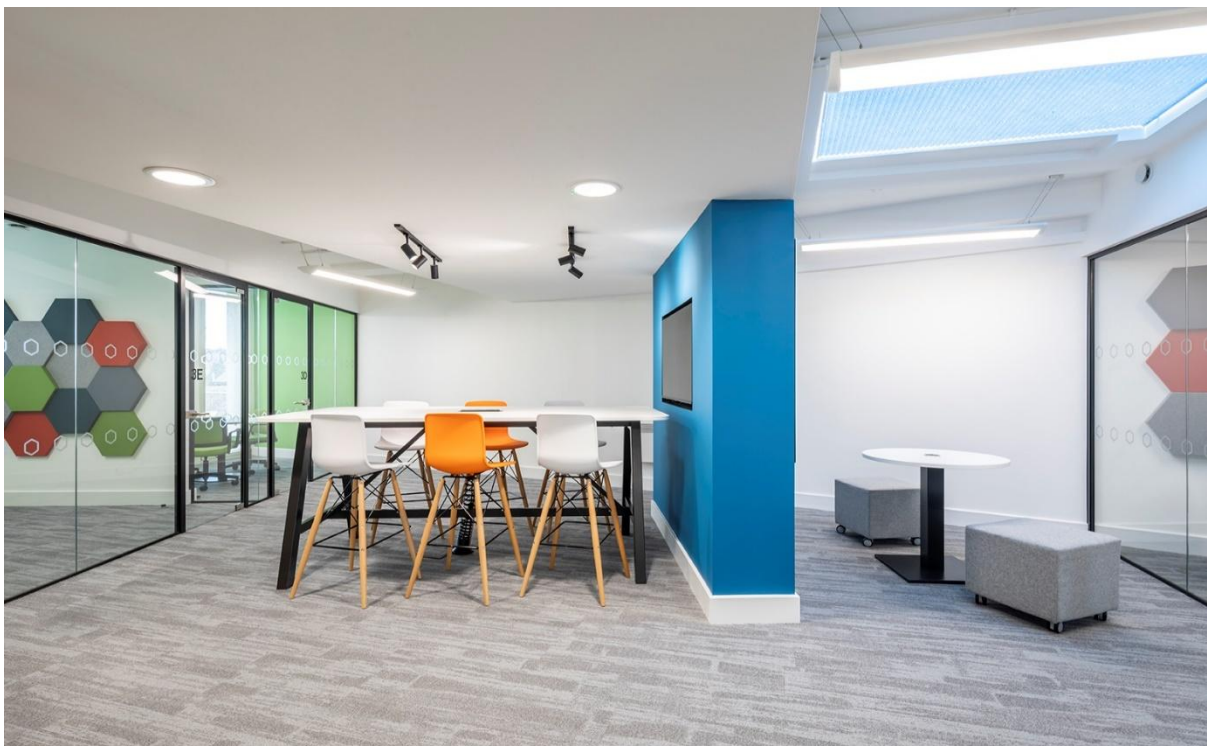
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

#### **5. Location**

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate.

#### **6. Working hours**

Full time – 35 hours per week



*A workspace at our Sydenham Road Office*

## The Advertisement

Electrical & M&E Compliance Manager  
£56,456 - £63,433 dependant on experience  
Full-time – 35 hours per week  
South East London – Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in. We are looking for an experienced resident-focused individual to lead on the management of electrical, lifts and M&E systems across Hexagon. You will ensure we are fully compliant with all statutory obligations and ensure that resident safety is at the heart of service delivery.

You will have substantial experience of managing electrical, lift and M&E services and contactor and contract management. You will have a good understanding of legal processes in relation to compliance activity and a working knowledge of Health & Safety, CDM and Electrical Safe Systems of work. Just as important is the ability to work collaboratively across teams and strong planning and prioritisation skills.

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold, that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to help you achieve your full potential, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working (minimum expectation is 2 days per week office based), and 26 days annual leave rising one day per year to 31 days.

For further details and how to apply, please visit our website at [www.hexagon.org.uk](http://www.hexagon.org.uk). No agencies

**Closing Date:** Sunday 5<sup>th</sup> July

**Interviews will be held in person on Monday 13<sup>th</sup> or Tuesday 14<sup>th</sup> July**

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

**Accessibility and Adjustments**

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact [recruitment@hexagon.org.uk](mailto:recruitment@hexagon.org.uk)

## Key dates and the selection process

Closing date:	<b>Please make sure your application is submitted by – Sunday 5<sup>th</sup> July</b>
Short listing:	<b>w/c 6<sup>th</sup> July</b>
Interviews:	<b>Will be held on Monday 13<sup>th</sup> or Tuesday 14<sup>th</sup> July, face-to-face at our offices in Sydenham SE26 on</b>  <b>With Panel members Head of Property &amp; Building Safety and Senior HR Officer</b>



**Hexagon Housing Association Ltd**

**We're Great Place to Work-Certified™!**

**94%**

of our employees said that when you join the company, you are made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey