

Job Description

POST TITLE:	Audit & Accreditation Manager
DIRECTORATE:	Climate, Homes & Economy
SERVICE:	Resident Safety
GRADE:	PO5
LOCATION:	Hackney Service Centre / Flexible
RESPONSIBLE TO:	Head of SHEQ - Resident Safety
RESPONSIBLE FOR:	3 x Quality Assurance Inspectors, 1 x Accreditation Officer

Hackney Values

Our Vision:

“We’re working to make Hackney a place for everyone, where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services and public spaces, thriving businesses, and strong communities; a place that celebrates diversity, and where everyone can feel valued, included, and involved.”

The Values represent what we are, but also what we aspire to be! Our Values will help us achieve our Vision for Hackney. They will help guide managers, set our service planning, recruit the right staff, and align the behaviours we want everyone to model so we achieve the best for residents.

We act with Purpose and Respect

We foster a workplace of true belonging through active inclusion and allyship. By communicating with kindness and demonstrating good intent, we create a safe space for open dialogue. We listen to understand, ensuring every voice is valued in our collaborative, supportive community.

We take Ownership of our actions

We champion personal ownership and proactive collaboration, remaining solution-focused and dedicated to our service. Committed to continuous learning, we maintain a healthy culture by addressing poor performance and toxic behaviour directly and effectively, ensuring every team member stays accountable to our shared success.

We lead with Unity and celebrate Diversity

We lead by example through transparency and honesty, applying all standards fairly and consistently. By breaking down silos, we work together as one Council, championing anti-racist behaviour and ensuring our collective actions reflect the integrity and unity of our community.

Overview of Job Role

The Audit and Accreditation Manager plays a key leadership role within Hackney's Resident Safety team, delivering robust oversight of construction and compliance standards across directly employed staff and external contractors.

This role focuses on two strategic objectives:

1. Establishing and managing a structured internal audit programme to ensure quality, safety, and compliance in construction and maintenance works carried out by council staff and contractors.
2. Leading the Council's accreditation agenda, securing recognised standards such as UKAS, BM TRADA, or equivalent certifications across various service areas to demonstrate competence and quality.

The postholder will be responsible for managing a team of auditors, delivering high-quality inspection outcomes, driving continuous improvement, and embedding best practice across all operational teams.

Purpose of the Job

- Design and implement a structured internal audit and inspection framework covering directly employed operatives and contractor construction sites.
- Recruit, lead, and support a team of auditors who will undertake scheduled and ad-hoc inspections of construction activities.
- Develop audit scopes, checklists, and reporting templates aligned with legislative, regulatory, and internal policy requirements.
- Oversee the recording, analysis, and escalation of audit findings, ensuring issues are addressed promptly and effectively.
- Develop and lead the council's accreditation roadmap, including preparation for audits, compliance reviews, and certification submissions to UKAS, BM TRADA, or other relevant bodies.
- Act as the main point of contact for external assessors and regulatory bodies, coordinating evidence and facilitating site visits.
- Monitor industry standards and legislative updates to ensure auditing criteria and accreditation requirements remain up to date.

Corporate Accountability

- Embed Hackney's vision and values in all aspects of auditing, inspection, and quality assurance.
- Champion a culture of continuous improvement, learning, and openness.
- Promote equality, diversity, and inclusion in all workstreams, both internally and with external partners.
- Support corporate priorities through strong governance and data-driven decision-making.
- Foster cross-service collaboration to ensure best practice is shared and embedded.

Main Responsibilities

1. Audit Programme Management

- Develop an annual and quarterly audit plan, prioritising high-risk and high-impact areas.
- Lead preparation for internal, external, and regulatory audits
- Conduct regulatory readiness assessments to test organisational preparedness for inspection or audit
- Monitor the performance and consistency of audit activity through regular reviews, calibration exercises, and feedback loops.
- Work with supervisors, managers, and contractors to ensure audit findings lead to learning and service improvement.
- Ensure all auditors are trained and competent in their roles, providing coaching where needed.

2. Accreditation Strategy

- Lead applications for sector-relevant accreditations and certifications, ensuring thorough preparation and evidence gathering.
- Maintain an accreditation tracker and documentation hub for external assessments.
- Support regulatory inspections by providing assurance evidence, audit outputs, and compliance dashboards.
- Coordinate management reviews and internal quality audits to support ongoing accreditation retention.
- Promote a culture of proactive compliance and assurance across the organisation.
- Work collaboratively across departments to embed the standards and policies necessary for accreditation success.

3. Reporting and continuous Improvement:

- Produce detailed reports with analysis and recommendations for operational and strategic decision-making.
- Escalate safety or performance concerns raised during audits, supporting appropriate interventions.
- Monitor and report progress against audit recommendations and accreditation milestones.
- Implement a competency framework, working with the training manager and other departments, ensuring best practices and competent working practices.

Your Team

Reporting into: Head of SHEQ

Direct Reports: 3 x Quality Assurance Inspectors, 1 x Accreditation Officer

Team Members:

1 x Head of SHEQ
1 x Accident & Incident Officer
1 x Training Manager
1 x Audit & Accreditation Manager 1 x Accreditation Officer
3 x Quality Assurance Inspectors 1 x Principal Designer
3 x CDM Advisors

Budget

£TBC

PERSON SPECIFICATION Skills & Qualifications

Behavioural Skills:

- Excellent communication, collaborative and presentation skills.
- Strong organisational and project management abilities.
- Able to analyse training data and produce clear, actionable reports.
- Skilled in using digital systems for training management and reporting.
- Ability to influence and lead across teams without direct line management.
- Committed to continuous improvement and regulatory excellence

Qualifications:

The below qualifications and memberships are essential for the role. Evidence of equivalent experience or actively working to achieve within the first 18 months of employment will be considered.

Academia:

Relevant auditing or quality assurance qualification (e.g. ISO Lead Auditor, CQI/IRCA-certified)
NEBOSH Diploma in Occupational Health and Safety, other appropriate equivalent qualification/Construction-related certification (e.g. NEBOSH, SMSTS)

Memberships:

Membership of a relevant professional body (e.g. CQI, IOSH, CIOB)
Chartered Institute of Housing (CIH)

Experience & Knowledge

- Proven experience in compliance auditing, preferably within construction, housing, or safety-related environments
- Demonstrated success in leading accreditation or certification processes (e.g., UKAS, ISO, BM TRADA)
- Experience in managing teams and developing high-performing audit functions
- Familiarity with contractor management and quality assurance within a public sector or regulated setting
- Experience delivering independent audits and assurance activities
- Knowledge of assurance frameworks and risk-based auditing
- Knowledge of the audit lifecycle: (Planning, delivery, technical review, and reporting).

Personal Attributes

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Integrity

High ethical standards and honesty, with a strong commitment to transparency and accountability in all aspects of the role. Able to make tough decisions with fairness and consistency, always prioritizing safety and compliance.

Attention to Detail

A meticulous approach to safety, regulations, and processes, ensuring that every aspect of gas safety is thoroughly reviewed and that no detail is overlooked in the maintenance of high standards.

Empathy

A strong sense of empathy, particularly towards residents and stakeholders. Able to understand and address concerns in a thoughtful and respectful manner, fostering trust and cooperation with those impacted by safety measures.

Adaptability

Ability to adjust to changing circumstances, regulations, and challenges in the gas safety landscape. Quick to embrace new technologies, approaches, and ways of working that improve safety and service delivery.

Confidence

The ability to make informed decisions and take responsibility for them with confidence. Comfortable in leading teams and engaging with stakeholders at all levels, with the ability to influence and inspire others while remaining composed under pressure

Corporate requirements:

Commitment to LB Hackney's Core Vision and Values

Demonstrates a strong alignment with and dedication to the borough's core vision and values, actively working to uphold and promote Hackney's goals in all aspects of the role.

Commitment to a Culture of Learning, Development, and Empowerment

Actively contributes to and supports a culture of continuous learning, development, and empowerment within the organization, encouraging personal and professional growth for both themselves and colleagues.

Commitment to Equality of Opportunity and Celebrating Diversity

Fully embraces and supports the principle of equality of opportunity, ensuring that diverse perspectives are valued and celebrated in the workplace. Advocates for inclusivity and works to eliminate barriers to success for all individuals.

Commitment to Team Working

Strongly committed to working collaboratively as part of a team, valuing collective effort and promoting a positive, supportive working environment. Encourages open communication, cooperation, and mutual respect within the team.