Eastleigh
Town Council



We are Hiring

Operations and Compliance Officer

- Part Time (22.5 hours)
- £18.96 to £20.96 per hour
- Immediate Requirement

More Information

www.eastleigh-tc.gov.uk news vacancy

Call: 023 8212 1595

Eastleigh Town Council

Eastleigh, in the County of Hampshire, lies on the banks of the River Itchen. The area was originally villages until the 19th Century, when Eastleigh was developed as a railway town by the London and Southwestern Railway.

Established in April 2022 from an unparished area, Eastleigh Town Council has spent the past four years building strong relationships with the residents it serves.

Our core values—**Choose Local First, Connections, Caring, Safe and Inclusive, and Sustainable**—have informed the development of an emerging Strategic Plan. This plan sets out outcomes that will guide our work over the next four years and is shaped by extensive feedback from residents.

Local Government Reorganisation has accelerated the pace at which the Council is developing and assuming responsibility for assets and services within its area.

In addition, a recent Community Governance Review has confirmed the merger with a neighbouring council, expanding the Town Council's area to serve a population of over 28,000 across seven wards: **Blenheim & Barton Park, Boyatt Wood East, Boyatt West, Brookwood, Cable, Chestnut, and Nightingale & North Stoneham**. These wards are represented by 22 councillors, elected on 7 May 2026.

The precept for the enlarged Town Council is now in excess of £1 million which when combined with additional income, total income is projected to be around £1.5 million for 2026/27, with further changes expected in 2027/28.

As the first tier of local government, the Town Council is uniquely positioned to understand local needs and deliver the services residents want. Ongoing Local Government Reorganisation will also significantly alter the governance structure above the Town Council, replacing the current two-tier system of Borough and County councils with a single unitary authority. To do all of this, the council has a dynamic plan to build the team at the Town Council to support the work that is carried out over the coming years.

We would love to hear from individuals who have the enthusiasm to join us on our journey and deliver a vibrant town for our residents, now and in the future.

For more information, please visit our website to read about our Greening Campaign, Community Grants and Allotments.

www.Eastleigh-tc.gov.uk

OPERATIONS AND COMPLAINCE OFFICER

The opportunity being recruited for is **Operations and Compliance Officer**. This role is permanent part time and is subject to satisfactory completion of a period of probationary service of three months.

The Operations and Compliance Officer will support the safe, effective and legally compliant operation of Eastleigh Town Council's community buildings, facilities, land, equipment and other Council-owned assets. The postholder will work with the Assets and Facilities Officers to coordinate and ensure the day-to-day operational requirements, planned maintenance, inspections, contractor activity, compliance records and improvement actions so that Council assets remain safe, accessible, well-maintained and responsive to community need.

The role is both practical and administrative: it requires regular site presence, confident liaison with contractors, hirers, tenants, councillors, residents and colleagues, and a disciplined approach to record keeping, risk management and follow-up. The postholder will help embed strong standards of compliance across fire safety, health and safety, building maintenance, accessibility, security, utilities, insurance requirements and statutory inspections, being mindful of the Council's environmental values.

As a local government employed role, the Scheme of Conditions of Service of the National Joint Council for Local Government Services (The "Green Book") will apply to the employment (except as amended by contract).

The salary for the role is linked to the National Joint Council for Local Government Services and pay rate applicable from 1 April 2025 to 31 March 2026. An annual pay award is negotiated and awarded annually on the 1 April, meaning the salary below is "pay award pending".

Pay:	Local Council Scales24 to 28 £36,581 (£18.96 per hour) to £40,444 (£20.96 per hour) full time equivalent Direct Experience will influence the salary awarded to this role
This role is for:	22.5 hours per week
Core Hours:	9 until 3:30pm
Pension:	The role is auto enrolled into either the Hampshire Local Government Pension Scheme or NEST which is chosen by the employee
Holiday:	Entitlement is 25 days per annum (Continuous service is in place so holidays are to a maximum of 30 days per annum)
Flexible Hours:	The role may require flexibility in hours
Stipulations:	Valid UK licence required and access to a vehicle References are required prior to employment
Benefits:	We recognise the importance of a good balance between work and home life so we do everything we can to accommodate flexible working. Please just let us know in your application or at any stage throughout the process (and beyond) if these are options you'd like to explore.

RECRUITMENT PROCESS

The recruitment **Operations and Compliance Officer** will commence on the 10 November, with the target date for commencement of role in 11 January 2027 or sooner if available.

The following dates are set for the process:

- Applications will be accepted and interviewed on merit, therefore the role may close sooner than advertised.
- Notified latest date to close the recruitment is Tuesday 24 November 2026
- Interviews to be arranged to suit candidates

Application Guidance

You are **required to submit the following** for your application to be reviewed:

1. A CV with all employment clearly marked, any career breaks explained and including your contact details and address
2. Information in Support of your Application - This is your opportunity to tell us why we should offer you the position. Please give your reasons for applying for this post and explain how you meet the person specification ensuring that you give evidence and examples of how your skills, knowledge and experience meet these short-listing requirements.

   OR

3. An application form completed in all sections
4. A minimum of two references are required and we would prefer them to be your two most recent employers including your current employer if you are in employment. References will be taken up if you are the successful candidate following the interviews

If you have any additional needs, please tell us about any adjustments we may need to make to assist you with the selection process.

Completed applications should be sent to:

Ruth Davies, Town Clerk

- by email: townclerk@eastleigh-tc.gov.uk

JOB DESCRIPTION

Overall Responsibilities

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Responsibilities

Specific responsibilities will be for:

1. Operations and Facilities Management

- Coordinate the day-to-day operation of Council-owned community buildings, facilities and assets, ensuring they are clean, safe, secure, accessible and fit for public use.
- Ensure prompt and professional responses to enquiries, faults and service issues are given internally and externally.
- Undertake regular site visits and inspections, identifying defects, hazards, repairs, maintenance needs and opportunities for improvement.
- Support the effective use of community buildings by ensuring access arrangements, keys, security systems, room setups, utilities and basic facilities are managed appropriately.
- Assist with operational planning for Council activities, civic functions and community events where Council buildings or assets are involved.

2. Compliance, Health and Safety

- Maintain up-to-date compliance records for Council buildings and assets, including inspection dates, certificates, remedial actions, risk assessments and contractor reports.
- Monitor statutory and good-practice compliance requirements, including fire safety, electrical testing, gas safety, water hygiene and Legionella controls, asbestos management, portable appliance testing, accessibility, first aid provision and general workplace health and safety.
- Support the preparation, review and implementation of risk assessments, safe systems of work, method statements and site-specific procedures.
- Ensure routine checks and audits are carried out and recorded, including fire alarm tests, emergency lighting checks, playground or equipment checks where applicable, building walkarounds and other scheduled inspections.

- Ensure prompt and accurate recording of incidents, near misses and hazards, assist with investigations and ensure agreed corrective actions are tracked to completion.
- Promote a positive safety culture among staff, contractors, volunteers, hirers and building users.

3. Asset Management and Planned Maintenance

- Alongside the Assets and Open Space Officer, maintain and update the Council's asset register, ensuring records are accurate, current and supported by relevant documentation.
- Develop, maintain and monitor planned preventative maintenance schedules for buildings, equipment, fixtures, fittings, grounds and other Council assets.
- Identify repair and maintenance priorities, obtain quotations where required and make recommendations in line with Council procedures and budgets.
- Ensure that remedial works arising from inspections, servicing, audits or risk assessments are logged, prioritised and completed within appropriate timescales using the council software CIVIC+ly.
- Support long-term asset planning by identifying recurring defects, lifecycle issues, sustainability improvements and opportunities to improve value for money.

4. Contractor, Supplier and Budget Coordination

- Coordinate approved contractors and suppliers attending Council buildings and assets, ensuring work is completed safely, efficiently and to the required standard.
- Check that contractors provide appropriate insurance, qualifications, risk assessments, method statements and other compliance documentation before works commence.
- Monitor contractor performance, follow up outstanding works and escalate concerns where service standards, costs or safety expectations are not met.
- Support procurement activity by gathering specifications, quotations and evidence required for transparent decision-making.
- Assist with monitoring budgets for repairs, maintenance, compliance checks and facilities-related expenditure, ensuring orders, invoices and records are accurate.

5. Governance, Reporting and Administration

- Prepare clear reports, action logs and updates for the Town Clerk, committees, councillors and relevant working groups as required.
- Maintain organised digital and paper records so that compliance evidence is readily available for audits, insurance reviews, inspections and Council decision-making.
- Support the review of policies, procedures and terms of use relating to Council buildings, assets, hirers, tenants and contractors.
- Contribute to business continuity, emergency planning and incident response arrangements for Council-owned buildings and assets.
- Handle information appropriately and in accordance with data protection, confidentiality and Council governance requirements.

6. Community Focus and Service Standards

- Work constructively with community groups, hirers, residents, volunteers and partner organisations to support welcoming, inclusive and well-managed community facilities.
- Respond to service requests and complaints in a courteous, solution-focused manner, escalating issues when appropriate.
- Identify practical improvements that enhance safety, accessibility, environmental performance, user experience and operational efficiency.
- Represent Eastleigh Town Council positively and professionally when on site, meeting the public or liaising with external organisations.

General

- To ensure personal compliance with the Data Protection Act and GDPR and maintain confidentiality of sensitive information.
- To assist in maintaining good internal and external relations and promote the Council's reputation.
- To work in a sustainable and ethical way and to spend public funds wisely.
- To undertake such other responsibilities and functions as may be required from time to time, commensurate with the duties and responsibilities of the post.

PERSON SPECIFICATION

We are looking for an individual who is resilient, can manage expectations and build positive relationships with allotments users, site committees, councillors, and residents so we can provide the absolute best services to all our stakeholders.

Criteria	Essential	Desirable
Experience	Experience in facilities, property, operations, compliance, maintenance, health and safety, asset management or a comparable multi-site operational role.	Experience working in local government, the voluntary/community sector, public buildings, community venues or a politically governed environment.
Compliance knowledge	Practical understanding of health and safety responsibilities, risk assessments, inspections, contractor controls and compliance record keeping.	Knowledge of fire safety, Legionella, asbestos, electrical safety, accessibility, safeguarding considerations for community venues, or building compliance legislation.
Organisation	Strong ability to manage competing priorities, maintain accurate records, follow up actions and meet deadlines.	Experience using asset management, facilities, booking, compliance or document management systems.
Communication	Confident written and verbal communication skills, with the ability to work constructively with councillors, contractors, colleagues, residents and community users.	Experience preparing reports for committees, boards, senior managers or elected members.
Practical judgement	Ability to identify defects, hazards and operational risks, make proportionate recommendations and escalate serious issues promptly.	Basic practical maintenance knowledge or experience coordinating minor works.
Qualifications	Good standard of education, including literacy, numeracy and IT skills.	IOSH Managing Safely, NEBOSH General Certificate, facilities management qualification, first aid, fire safety or other relevant training.
Mobility and flexibility	Ability to travel between Council sites and work flexibly to meet operational needs, including occasional evenings or weekends.	Full UK driving licence and access to transport for work purposes.

GDPR PRIVACY NOTICE FOR ALL JOB APPLICANTS

As part of any recruitment process, Eastleigh Town Council collects and processes personal data relating to job applicants. The council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

The purpose of this privacy notice is to make all job applicants aware of how and why we collect and use your personal information, both during and after a job application process.

What information does the council collect?

- your name, address, and contact details, including email address and telephone number.
- details of your qualifications, skills, experience, and employment history.
- information about your current level of remuneration.
- whether or not you have a disability for which the council needs to make reasonable adjustments during the recruitment process.
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information.

This information is collected in a variety of ways. For example, data might be contained in application forms, CVs, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

We will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers including information from criminal records checks. The council will seek information from third parties only once a provisional job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does we process personal data?

The council needs to process data to take steps at your request prior to entering a contract with you. We also need to process your data to enter a contract with you. In some cases, data is processed to ensure that it is complying with legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The council has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the council to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims.

Eastleigh Town Council relies on legitimate interests as a reason for processing data and has considered whether those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

We process health information if we need to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

For some roles, we are obliged to seek information about criminal convictions and offences. Where the council seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The council will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the Council, interviewers involved in the recruitment process, managers in the department with a vacancy and IT contractors if access to the data is necessary for the performance of their roles.

The council will not share your data with third parties unless your application for employment is successful and it makes you an offer of employment.

We will not transfer your data outside the European Economic Area.

How does the Council protect data?

The council takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long is data kept?

If your application for employment is unsuccessful, the council will hold your data on file for six months after the end of the relevant recruitment process. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

Your rights

As a data subject, you have several rights. You can:

- access and obtain a copy of your data on request.
- require the council to change incorrect or incomplete data.
- require the council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
- object to the processing of your data where the council is relying on its legitimate interests as the legal ground for processing; and

- ask the council to stop processing data for a period if data is inaccurate or there is a dispute about whether your interests override the council's legitimate grounds for processing data.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the council during the recruitment process. However, if you do not provide the information, the council may not be able to process your application properly or at all.