

Job title:

Fire Remediation Compliance Manager

Line manager:

**Senior Fire Remediation Compliance
Manager**

**Grade (if
applicable):**



Direct reports:

**8 (7 x Remediation Compliance
Engagement Manager, 1 x
Remediation Compliance
Administrator)**

Role purpose:

To lead the operational delivery of Peabody's leaseholder Deed of Certificate (DoC) project, the production of landlord certificates and the handling of lender assurance enquiries, ensuring an excellent, compliant and timely service for leaseholders, lenders and the wider business. Responsible for translating the fire remediation compliance programme into deliverable caseloads, ensuring accurate data, sound record-keeping and consistent case management across your team.

Key results:

Reporting to the Senior Fire Remediation Compliance Manager, your role will be key to the operational delivery of Peabody's Deed of Certificate project across circa 13,000 leaseholder accounts, and to the production of landlord certificates and lender assurance responses that support the organisation's wider fire safety and property disposal programmes. You will lead a team of seven Remediation Compliance Engagement Managers and one Remediation Compliance Administrator, ensuring consistent standards, accurate case management and effective escalation of risk.

In particular:

Leadership and team management

- Provide direct line management and leadership to seven Remediation Compliance Engagement Managers and one Remediation Compliance Administrator, a team of eight.
- Set consistent case management standards, priorities and ways of working across all Engagement Managers, ensuring performance management, development, workload planning and resourcing are applied consistently.
- Coach and develop the Engagement Managers and Administrator, building team capability and a culture of high performance and continuous improvement.
- Monitor team capacity against caseload volume across the DoC project, landlord certificates and lender assurance, reallocating resource where needed to protect delivery timescales.
- Escalate risks and issues to the Senior Fire Remediation Compliance Manager promptly where they sit outside agreed tolerances.

Deed of Certificate (DoC) operational delivery

- Own the day-to-day operational delivery of the leaseholder Deed of Certificate project across circa 13,000 leaseholder accounts, translating the programme plan into caseloads for each Remediation Compliance Engagement Manager.
- Monitor case progress against milestones for each Engagement Manager's caseload, identifying and resolving operational blockers before they affect overall programme timescales.

- Ensure Engagement Managers and their teams complete DoC case actions accurately, including data harvest, lease and service charge checks, and resident engagement.
- Oversee the quality and timeliness of leaseholder communication at case level, ensuring residents receive clear, accurate updates.
- Maintain complete, accurate and auditable case-level records of DoC status, supporting the Senior Fire Remediation Compliance Manager's programme-level reporting.

Landlord certificate production

- Lead day-to-day production of landlord certificates, a specialist function required to complete every property sale across Peabody and a critical gating dependency for the organisation's disposals programme.
- Manage prioritisation and resourcing of certificate requests across the team to protect sales completion timescales and minimise delay risk.
- Maintain an accurate, current database of lease and title information to support timely certificate production.
- Escalate emerging capacity or compliance risk within the landlord certificate function promptly, given its direct impact on organisational income.

Lender assurance

- Lead the team's handling of lender assurance requests relating to remortgaging, sales and staircasing, ensuring timely and accurate responses.
- Ensure a consistent process and quality standard is applied to lender assurance enquiries across all Engagement Managers.
- Escalate to the Senior Fire Remediation Compliance Manager any recurring issues affecting lender confidence, response times or case volumes.

Reporting and governance

- Provide structured, regular reporting to the Senior Fire Remediation Compliance Manager on DoC delivery progress, landlord certificate and lender assurance throughput, risk, and team performance.
- Support the Senior Fire Remediation Compliance Manager in preparing accurate operational data for Director and Executive reporting.
- Maintain complete and effective records across all operational activity, in line with GDPR, governance requirements and Peabody values, supporting audit and any potential litigation.

About you:

You will be:

- Experienced in managing a team of managers, with demonstrable second-line people management, coaching and performance management skills.
- Knowledgeable in leasehold, landlord and tenant matters, service charges, or a comparable regulated residential property environment.
- Experienced in managing a large-scale case management or leaseholder engagement programme, ideally involving certificate production or a similar gating compliance function.
- Knowledgeable on lease terms, landlord certificates, lender requirements and the documentation involved in remortgaging, sales and staircasing.
- Comfortable managing high case volumes across multiple teams, with a methodical approach to prioritisation and resourcing.

- Able to translate a programme-level plan into deliverable caseloads and hold managers to account for delivery.
- A clear and persuasive communicator, with structured, accurate reporting to senior stakeholders.
- Confident, articulate and numerate, with strong attention to detail.
- Forward-thinking and solution-focused, with a proactive approach to problem solving and continuous improvement.
- Flexible and adaptable, able to work effectively with people at all levels and across teams.
- Educated to degree level is desirable.