



Compliance Officer (Property)

25-37 hours per week

£26,000-£28,000 pro rata p.a. depending on experience, benefits include 7% employer pension contribution

We are a registered charity for the homeless that helps some of Reading's most vulnerable and disadvantaged people to turn their lives around and fulfill their potential. Launchpad offers accommodation-based support and works with our tenants on a range of support needs including advice and advocacy, life skills, budgeting, mental health, drug / alcohol addiction as well as support around education, training and employment.

THE ROLE

Role Summary

Responsible for providing second-line assurance across repairs, voids, and customer service operations to ensure high standards of quality, compliance, and customer satisfaction. The role involves auditing property compliance and health & safety, inspecting repairs and void properties, analysing customer feedback, and verifying the accuracy of data and records. It also includes overseeing pre- and post-occupation checks, monitoring workmanship, and coordinating the removals service, ensuring risks are identified, actions are completed, and continuous improvement is embedded across operations.

Key responsibilities include:

- **Property Compliance Assurance:**
Audit statutory compliance areas; verify certification validity and recording; escalate risks and overdue actions.
- **Property & H&S Audits:**
Undertake structured inspections; verify caretaker checks; track and confirm close-out of actions.
Support fire door checks and damp/mould initial assessments.
- **Customer Feedback & Satisfaction:**
Deliver repairs satisfaction surveys; undertake trend analysis; escalate concerns and ensure learning is embedded.
- **Data & Record Assurance:**
Audit data accuracy and evidence storage; support KPI integrity and performance reporting.

- **Voids & Sign-Up Assurance:**
Conduct pre-letting inspections; complete formal void sign-off; undertake one-week post-occupation checks; assure handover quality.
- **Property Maintenance Auditing:**
Post-inspect repairs; identify repeat repairs/poor workmanship; provide evidence-based feedback.
- **Removals Service:**
Manage and coordinate the removals service across all Launchpad Reading operations.

Person Specification

Essential

- Full UK driving licence and ability to travel between sites

Desirable

- Qualification in Housing, Property Management or Building Maintenance (e.g. CIH Level 3 or equivalent)
- Health & Safety qualification (e.g. IOSH Working Safely or equivalent)
- Training or certification related to fire safety awareness, damp & mould, or property condition surveys
- Knowledge of social housing compliance frameworks (e.g. gas safety, electrical safety, fire safety regulations)
- Understanding of the Regulator of Social Housing Consumer Standards
- Training in audit, inspection, or quality assurance methodologies

Experience

- Experience reviewing statutory compliance records (e.g. gas, electrical, fire safety, water hygiene)
- Experience maintaining or auditing data systems, records, or KPI reporting frameworks
- Experience of working with contractors and internal teams, providing constructive performance feedback
- Experience working in a regulated environment or with clear procedural frameworks (advantageous)
- Experience in customer-facing roles, including handling feedback, complaints, or satisfaction surveys
- Experience in identifying defects, poor workmanship, or repeat failures and driving corrective actions

- Experience of auditing, quality assurance, or compliance monitoring (desirable but not essential if strong operational background)
- Demonstrable experience of repairs, maintenance, or property inspection processes
- Desirable experience in social housing, supported housing, or property management.

Please [click](#) to read the full job description

Please [click](#) to apply for the job

Interviews will commence w/c 28th June 2026

Whilst appointments will always be made on the merits of the application and performance in the selection process, Launchpad is committed to achieving greater diversity, inclusion and equity in our workforce - and actively encourages and welcomes applications regardless of sex, gender, race, age, sexuality, beliefs or disability. If you require any adjustments to the application, recruitment or selection procedure, please contact our HR team.