

Document Controller

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Senior Document Controller, you will provide an essential information and document management service to ensure the successful handover of information for our new-build development programme. The focus is to ensure all relevant information is provided at the right stage and is quality checked to ensure compliance with our processes and procedures before handover to the business.

The location

You'll be working in a hybrid way, with a minimum of two days based at one of our main offices in either Farringdon, Croydon, , Maidstone or Sittingbourne.

What you'll be doing:

- Taking ownership and leading on multiple residential development projects to deliver complete and accurate handover information against expected standards and

requirements to support the

provision and quality assurance of new building golden thread information in line with the Building Safety Act 2022, where applicable

- Assisting our delivery team in gathering and scrutinising relevant documentation for handover from across the project lifecycle, including liaising with delivery team Project Leads Main Contractors across multiple development projects.
- Reviewing Master Information Delivery Plans (MIDPs), Task Information Delivery Plans (TIDPs) and/or Issue Sheets, uploading and downloading various documents and drawings, whilst maintaining accurate version control and evidence management and checking against information received.
- Conducting QA checks of critical documentation to accept or reject documentation and information against agreed review criteria and be responsible for obtaining corrected or absent documentation/information from Project Leads and Contractors, tracking progress and completion of agreed actions. This will include but is not limited to drawings, O&Ms/H&S files, fire risk assessments and other third party inspection reports (including fire).
- Lead routine progress internal and external meetings with key stakeholders to progress and close out actions/queries, and present complex information in clear, transparent and readily understandable ways.
- Routine progress reporting and escalating deviations from project processes and procedures and non-compliance to the Senior Document Controller.
- Organising and filing documentation in internal and external document management systems as per agreed-upon structures and procedures whilst maintaining an accurate and up-to-date version control of documentation.
- Managing project document management systems/common data environments, including oversight of contractor systems, facilitating information exchanges, liaising with both contractor and internal document controllers, and providing necessary training to ensure required standards are met.
- Keeping accurate records of incoming and outgoing project information.
- Support the Senior Document Controller with the handover compliance gateway process and contribute to continuous improvements.
- Work with the Senior Document Controller to inform and develop continuous improvements to document control processes and ways of working.
- Support the production of reports for relevant governance forums, as appropriate.
- No role profile can cover every issue that may arise and the post holder might be expected to carry out other duties, which are broadly consistent with those described.

What you'll need:

- Minimum of 2 years' experience as a development project manager, development information manager or project document controller in the residential construction industry (experience of working with housing providers preferable)
- Demonstrable experience of working dynamically across multiple projects, at multiple stages at any time.
- Knowledge using SharePoint and industry document management systems/common data environments.
- Knowledge of quality assurance and information management standards.

- Meticulous attention to detail with a high level of accuracy.
- A good understanding of design disciplines and drawing packages including Architectural, MEP, Structural, Civils and Fire.
- A good understanding of project management processes within the construction industry, across the end-to-end process, including contracts, planning stages, building control and handover files (O&M and H&S file) is desirable.
- Excellent communication skills, both orally and written, using a range of techniques and tools to convey messages to a range of stakeholders.
- The ability to present complex information in clear, transparent, and readily understandable manner.
- A history of working effectively and collaboratively, in conjunction with others within and outside the directorate, to deliver objectives.
- Ability to manage workloads with competing priorities effectively to meet deadlines
- A commitment to customer service across the board.
- The skills to be diplomatic and the ability to interact successfully at all levels.

Size and scope of role	Organisational Wide
LT Directorate:	Design & Technical
JP Last updated:	24 August 2026