

# COMPLIANCE MANAGER

**Caroline Ritson Bland**  
Compliance Manager

## My qualifications are

- CRQI/IRCA Certified ISO 9001:2015 Lead Auditor
- ISO 19650 Information Manager Practitioner
- IOSH Managing Safely
- Advance Diploma in Software Applications & Business and Office Technology

## Skills needed in my role



- Communication
- Teamwork
- Time management
- Enthusiasm

## About me

I'm Caroline, Compliance Manager at Curtins. I have been with Curtins since 2017. Outside of work, I enjoy time with family, friends and animals, including my two cats and the wild hedgehogs I foster through a local wildlife rescue centre.

### What are your day-to-day responsibilities at work?

As Compliance Manager, I support the Risk & Compliance Director in developing, implementing and continually improving policies and procedures that meet recognised industry standards and align with Curtins' operations. I manage a team of Local Safety Officers and IMS Administrators to maintain compliance across our offices. I undertake internal auditing and coordinate external audits and recertification, provide guidance on compliance matters, and help develop and deliver health, safety and quality training.

### What subjects did you study at GCSE that helped you with your career?

I studied English, Maths, IT, Art & Design, the History of Art & Architecture.

### What do you enjoy most about your job?

I like the balance of routine tasks and new challenges. Every day is different and I continue to learn. I enjoy knowing that I am contributing to improving how we work and it is really rewarding to witness out ongoing improvement. I am really fortunate to work with our Local Safety Officers and IMS Administrators, they're a fantastic team.

### Tell us about your career path?

Early in my career I was employed by a local house builder who enrolled me on a HNC Construction course to support my role as CAD Technician / Technical. The course assignments included producing a Health & Safety Policy for a construction company, and on the back of this, the Managing Director appointed me as H&S Coordinator for the company. Following acquisition by a national house builder, I took on the role of PA to the Construction Director and Managing Director, however I retained my involvement with health and safety administration and training.

Shortly after joining Curtins' Kendal office in admin capacity, I offered my support to the new Compliance team in respect of health & safety and environmental arrangements across Curtins. I later transitioned to Central Services in my current role, extending my responsibility for Quality Management. My remit further expanded in 2024 to include coordinating Curtins' arrangements for ISO 19650 BIM.

### What is the best project you have worked on

The most challenging was the review and refresh of Curtins Quality Management System since this involved updating the policy, developing a new Process Map, writing Standard Operating Procedures and updating the project folder structure to suit. This was an extensive piece of work, carried out over several years and requiring input from colleagues across the company. It is so rewarding to see the new QMS in use and receiving positive feedback from our technical staff.

