

## Building Safety Coordinator

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 do 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, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

## The role

In this role you will contribute to the important work of the Building Safety team. You will collaborate with colleagues to deliver the key responsibilities of the post. You will be flexible and able to respond to changing work priorities at pace, which will allow you to develop your Building & Fire Safety skills and knowledge. In all that you do you will be proactive, innovative, and focused on delivering, as well as able to plan and prioritise your work. You will be required to provide support across our portfolio and team.

## The location

You'll be based at our office in Croydon and Farringdon with the option of also working from our offices in Maidstone or Sittingbourne, or working in a hybrid way when appropriate and as agreed with your manager.

## What you'll be doing:

- Assist in the delivery of the fire safety and building safety management plans

- Support with the management of relevant Building & Fire Safety actions through Keystone, Riskhub, Apex, CRM, MRI and Customer Dynamics.
- Assist in managing and actioning incoming enquiries for reactive and planned surveys, inspections and remedial actions that vary in size and criticality.
- Manage day to day running of mailboxes and ensure inquiries and requests are promptly responded to and demonstrates a high level of customer service.
- Providing administrative support to the Building Safety Teams, including coordinating operational activities, issuing communications.
- Liaising directly with consultants and third parties as required.
- Support in the management and monitoring of relevant contracts
- Raising relevant works orders on corporate systems and ensuring compliance with our procurement policy, reviewing invoices, resolving payment discrepancies, and maintaining financial records
- Providing guidance, advice, and training to staff on the Building & Fire Safety policy, processes, procedures, and systems.
- Running relevant operational and ad hoc reports to support operations.
- Assisting with internal and external audits
- Collating, monitoring, and reporting relevant Building & Fire Safety compliance documentation and records.
- Assisting the team with reporting and investigations of incidents and accidents.
- Prioritise with contractor any enforcement activity – ensure they are completed within relevant timescales and send confirmation of completion to building safety team
- Attend sites as required to support members of the Building Safety team and other colleagues

## What you'll need:

### Knowledge

- Level 3 Diploma for the Business Administration (or equivalent or willing to work towards achieving a relevant qualification)
- Experience within Health & Safety, Auditing or Compliance
- Have a strong administration background

### Skills

- Excellent communication skills, ability to communicate clearly and effectively both orally and in written reports.
- Organised and methodical approach to work
- Ability to use appropriate IT tools to produce reports, documents, emails, and mail merge.
- Can communicate answers and solutions confidently to customers/colleagues, face to face, by phone and by writing in customer friendly language.
- Be attentive to detail

### Abilities

- Can empathise with customers and listen carefully.
- Self-motivated with high energy and enthusiasm

# CREATING COMMUNITIES **TOGETHER**



- Pragmatic, creative approach to problem solving, can quickly identify and evaluate problems to reach a solution.
- Able to manage a flexible and demanding workload to meet agreed targets and deadlines.
- Commitment to providing a high-quality service to all customers.
- Have good judgement, to decide when to insist on corrections, when to persuade or negotiate, and when to compromise.
- Able to commute to Croydon, Farringdon, and Maidstone.