



## Job profile

<b>Job title:</b> Building Safety Coordinator	<b>Responsible to:</b> Building Safety Manager
<b>Salary grade:</b> F Up to £32,288 per annum	<b>Contracted Hours:</b> 37 hours (per week)
<b>Responsible for:</b> N/A	<b>Behaviour level:</b> 1 - All colleagues

### **Purpose of the job:**

As Building Safety Coordinator, you will be responsible for actively monitoring risks within our Asset Management System and compiling management reports to show progress and completion.

You will raise orders to appoint our in-house teams or external contractors and delivery partners to undertake surveys, inspections and mitigation works to resolve risks.

You will undertake Quality Assurance checks on data and reports presented by the surveying teams, consultants, and contractors, to maintain the data integrity of our systems and prevent data corruption.

### **Key accountabilities:**

1. To ensure all customer enquiries directed to the Building Safety Team are responded to efficiently and effectively, or direct, refer, or escalate to colleagues within 24 hours of receipt and in line with our 'Customer First' focussed approach.
2. To actively monitor the progression of risks within Keystone and report on progress. Escalate actions that are not progressing in a timely manner.
3. To undertake Quality Assurance audits of Building Safety information recorded in Keystone, ensuring the continuous improvement of data and the system.
4. To ensure all risks from condition/inspection reports are input and assigned to the relevant parties and ensure the correct classifications are applied.
5. To assist the Building Safety Manager in the effective delivery of Building Safety inspections and surveys and ensure purchase/works orders are raised efficiently and accurately to enable works to be carried out and budgets to be monitored. Responsible for tracking progress and completing works orders.
6. To assist the Building Safety Manager in validating data to ensure completeness, including attached records, and recording actions and records onto the asset management system.

7. To assist the Building Safety Manager in providing and reporting statistics on the performance of all the Building Safety programmes, Customer feedback/satisfaction and management of CX cases.
8. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
9. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
10. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
11. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

## Person specification

<b>Job title:</b> Building Safety Coordinator		
<b>Criteria</b>	<b>Essential / Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>		
Good general educational background with a minimum GCSE Level or equivalent in Maths and English	E	AF
<b>Knowledge, skills, and abilities</b>		
An understanding and developed working knowledge of computer systems including Outlook, Excel, Word, and Teams	E	AF
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Ensuring all customer contacts and service issues are resolved to achieve a high level of customer satisfaction, balanced against commercial viability	E	AF/
To put the customer at the heart of everything you do and always do what's best for our customers	E	AF/I
Recording clear, concise, and accurate accounts of interactions with customers on CRM systems	E	AF
Ability to arrange and process, through telephone and digital means, appointments with customers with speed and accuracy, ensuring customers are made aware of all relevant information	E	AF/I
Working as part of a team to provide the best service possible	E	AF/I
Willing to attend 'out of office hours' community events / meetings	E	AF
Is a role model to other colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	AF/I
<b>Experience</b>		
Experience of managing customer focused projects and services	E	AF/I
Experience of reviewing current services and developing/implementing service improvements	E	AF/I
Experience of influencing service delivery to the requirements of customers' needs by treating each customer as an individual and delivering tailored responses	E	AF/I
Experience of analysing data and recording and compiling statistics for reporting purposes	E	AF/I

Experience of acting as an advocate for the provision of services and achieving high performance	E	AF/I
Experience of triaging customer enquiries and redirecting to appropriate resources	D	AF
Experience of using CRM systems to track and record customer enquiries and actions	D	AF
Experience of data collection and validation, recording and documenting onto systems	D	AF
Experience of working closely with other departments to resolve any outstanding issues	E	AF/I
<p><b>Values - <i>It's not just about what we do, we believe it's how we do it too...</i></b></p> <p>By living our behaviours every day, our colleagues, managers, and senior managers are living our shared values and helping to deliver our vision:</p> <ul style="list-style-type: none"> <li>• Do the Right Thing</li> <li>• Show Respect and kindness always</li> <li>• Are Honest and fair</li> <li>• Make it happen</li> <li>• All belong at SLH</li> </ul>	E	I
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p><b>Please note:</b> No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Director of Assets</p>		
<p><b>Review date:</b> March 2022</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy</p>		