

## Job Title: Assistant Fire Remediation Manager

(Work Stream - FRA Actions)

Line Manager: Senior Fire Remediation Manager (FRA)



### Role purpose:

Working within the Fire Remediation Team, which has the responsibility to ensure that all our customers are safe & we are compliant to the Building Safety Act 2022. This role is to provide excellent front line customer service by working in partnership with internal and external stakeholders. Whilst working for the wider Fire Remediation team, this role will focus on one area of delivery, being the completion & management of works arising from the FRA's, which yearly could amount to 2,500 works orders to be complete.

Following the integration of Catalyst & Peabody this has created one of the biggest HA's in the UK, responsible for 104,000 homes, with c220,000 residents across London, Kent, Sussex, and the Home Counties.

### Key results:

Compliant to Building Safety Act 2022 for all Buildings Requiring an FRA & to help ensure our customers are safe and are not affected, if they wish to staircase, mortgage or chose to sell their home.

Support the active management of fire safety risks in a proportionate way & help to seek recovery wherever possible by exploring grant funding & contractor recovery.

Help to prepare reports on the service's various delivery programmes, processes, and procedures with a continued focus on improving the service in terms of customer satisfaction, efficiency, and value for money.

Manage external relationships with key stakeholders, such as Local Authorities and suppliers, that builds trust and confidence in the Team.

Coordinate, manage and report on various complex delivery programmes, processes, and procedures with the technical input from different teams across the department.

To deal with routine enquires from external agencies, internal customers, and stakeholders in a professional manner within pre-agreed departmental and company timeframes.

To investigate and respond to client enquiries and complaints ensuring that timescales are met in line with key performance indicators and complaints policy.

One of the key deliverables with this role is to encourages & promotes progression within Peabody, it is expected for you to suggest a career pathway and this role will provide you with the training & practical experiences while carryout your current duties. This could include but not limited to a secondment, professional training & mentoring.

To work in collaboration with other departments to ensure that a seamless service is delivered to Clients and that key performance indicators are met.

To foster and encourage a collaborative and forward-thinking service that listens to the needs of their customers and strives to be the best in not only the industry, but beyond.

To set up and maintain any databases, spreadsheets and systems as required, to produce correspondence in accordance with the departments standard procedures to a high level of accuracy & to prepare reports using Microsoft and other databases as well as written text.

### Success Metrics:

Manage the fire remediation team's database and use initiative to ensure data is updated frequently and that the data is maintained meticulously to ensure continued accuracy.

Organise, produce data, and record minutes for meetings & be the point of contact for managing all fire remediation work requests from the rest of the business and to pass on information that may be requested from works carried out by the fire remediation team.

Contribute to the development, maintenance and monitoring of systems, registers, records and databases for the storage and retrieval of data relating to fire safety remediation across Catalyst ensuring they are efficient and accurate.

Management of the fire remediation team email inbox to ensure all requests for information are responded to within organisation timescales. Ensuring management of communications with the fire safety team and partners is seamless.

Investigate and respond to complaints or direct to the relevant team member and monitor timescales for responses, analyse complaints and produce reports to identify trends. The standard of your responses must match Catalyst's values of delivering on promises, respect, accountability, and kind.

Liaise with the management of no access for fire remediation matters, working with the relevant teams within Catalyst, contractor, and residents to arrange access for essential works and testing when required with a client friendly approach.

Provide administration support for Fire Remediation Team when required.

Manage service requests and queries from a variety of stakeholders including internal and external customers, contractors, and freeholders/ landlords.

Process purchase orders and invoices for contractors to ensure all payments are made in line with contract requirements.

Communication with internal customers and other stakeholders, ensuring relevant fire remediation information is accurate.

Organise bulk mailings to residents and other stakeholders prior to planned fire remediation safety works being undertaken if required.

Represent the department at customer site meetings regarding relationship management.

Responsible for updating centralised system with all data.

- Maintaining the legal hierarchy libraires
- Managing the leaseholder section 20 consultation

**About you:**

You will be totally committed to delivering excellent customer experience – embodying our values every day in the way you deal with customers and colleagues.

- You will have a good level of understanding of the regulatory environment relating to fire safety remediation and an understanding of lease agreements.
- You will work collaboratively within a larger section/department across service areas ensuring their customer experience is good using your interpersonal skills and emotional intelligence.
- You will have a good level of literacy, communication and numeracy skills using IT systems.
- You will need to be advanced in Excel and have experience with creating and maintaining SharePoint data libraries. Comfortable with using different IT systems. Knowledge of 'We buy' invoice processing is desirable; however, training will be available.
- You will have the ability to work in a rapidly changing environment and to respond to changing regulations and delivery plans and have a calm approach to these changes.
- You will have knowledge of the requirements of the LTA section 20 consultation process.
- You will have the ability to carry out functions in a cost effective, sensitive, compliant, responsive, and transparent way.

- Demonstrate excellent administrative, organisational, diary management, planning and prioritisation skills with the ability to multitask.
- Be personable, pro-active, professional, and able to demonstrate full commitment to exceptional customer care and service in all activities.
- You'll deliver values-driven service to your internal customers, by seeking to understand fully their needs, identifying, and working to remove pain points, and always doing what you say you will.
- You will be liaising with housing management / development and be the interface between them and asset management / contractors on areas such as EWS1 management, so the ability to communicate with a diverse range of people in a professional, approachable, and efficient way is essential.
- Experience of collating information from several sources and using this to create, populate and update project plans.
- Wide ranging experience of dealing diverse stakeholders.
- Experience in dealing sensitively with customers in challenging and complex environments such as ongoing work sites and applying good problem-solving skills.
- Committed to delivering a quality customer service, best practice, and best value.