


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
<b>Position:</b>	Customer Safety Coordinator	
<b>Department:</b>	Asset Management	
<b>Reports to:</b>	Building Services Manager	
<b>Band:</b>	E	
<b>Date:</b>	December 2021	

### Purpose of Job

The Customer Safety Coordinator, working with the Building Services Manager, will lead on the day-to-day management and monitoring of Hanover's customer safety function. This includes, but is not limited to, gas services maintenance, water hygiene, electrical safety, asbestos requirements, fire safety equipment, maintenance of lifts and lifting equipment.

### Main Duties and Responsibilities

#### 1. Customer Safety Compliance

- Responsible for the management and monitoring of the following programmes: annual gas servicing, water hygiene, electrical safety, fire maintenance and safety, lift maintenance and equipment and other compliance related disciplines.
- Act as the Association's competent and responsible appointed person under the Control of Asbestos Regulations 2012 (CAR 2012), ensuring that all queries, work and survey requests and investigations are actioned as required.
- Lead on effective processes and procedures to ensure all compliance records, including details of inspections, risk assessments, and remedial works are kept up to date.
- Ensure all data is kept in an agreed format which is easily accessed to monitor and demonstrate compliance and is available to the wider team and organisation to facilitate their contact with customers.
- Lead on quality assurance inspections and processes across all customer and safety compliance management programmes.
- Provide support to the Building Services Manager to inform the development of proactive future customer safety/ compliance management programmes.
- Compile draft safety and compliance-related budgets for the agreement of the Building Services Manager and will monitor and manage spend against budget.
- Implement compliance management works programmes to ensure achievement of all regulatory and statutory standards and that the Association responds to any change in legislation or standards timeously and appropriately.

- Identify any risks around potential non-compliance and report these to the Building Services Manager.
- Develop programmes of works and proportionate actions to reduce these risks.
- Develop (with the Building Services Manager) any agreed action plans and deliver these actions against the required timescales.
- Ensure all works required as part of any risk assessment are actioned timeously, in line with procedures and are recorded as complete in a manner which can provide assurance easily.
- Monitor the Energy Performance Certificate Register (EPC Register), ensuring EPCs have a consistency of results, updating the EPC register and ensuring certificates are provided and can be accessed for re-let and other purposes. Instructing new EPCs when significant energy efficiency improvements have been made.
- Compile and monitoring of Key Performance Indicators, ensuring data is readily available for verification purposes and taking all reasonable actions to ensure performance is in line with targets.
- Working with the Health & Safety & Wellbeing Manager and Building Services Manager to produce quarterly board reports, SMT updates etc.
- Manage and deal with customer complaints received by Hanover in relation to customer safety compliance works in line with the Complaints Policy and Procedure providing excellent customer service in an open and transparent manner.

## **2. Contractor Management**

- Manage the work of contractors related to the compliance programmes of work in a positive and fair manner, ensuring all work is undertaken in line with customer safety requirements.
- Hold regular performance meetings with contractors and monitor performance against contract KPI's to ensure Hanover is obtaining value for money at all times. Where contractor performance is not to agreed standards work with the contractors to improve performance in the first instance.
- Ensure that asbestos information is available to all contractors across asset management in line with procedure.
- Monitor and maintain records of the progress of works required to achieve and maintain SHQS and EESSH compliance.
- Working with the Central procurement team and the Building Services Manager undertake procurement of all new contractors relating to the customer safety function to ensure value for money and effective use of resources.
- Report regularly, as required, on contractor/works progress and KPIs.

### **3. Budget Management**

- Propose and compile all annual compliance related budgets for inclusion in the overall departmental cyclical budget for review by the Building Services Manager
- Monitor spend against budget and report any overspends or potential overspends to the Building Services Manager as soon as possible and agree any relevant corrective action.

### **4. People Management**

- Line manage the Customer Safety Assistant as per Hanover's policies, procedures and values including regular 1-2-1's and performance monitoring.
- Ensure the CSA has the opportunity to develop in the role by identifying an annual training programme and submitting that to the Building Services Manager for agreement and submission as part of the annual budget process

### **5. Other Responsibilities**

- Participate in the emergency Out of Hours rota.
- To undertake other duties as delegated by the Head of Asset Management and the Director of Asset Management.
- Maintain up to date knowledge of regulatory and statutory requirements pertinent to the Department.
- Represent the Asset Management Team at various regular team meetings on request.
- Contribute to the Operational Management Team.

## Person Specification

**Job Title:** Customer Safety Coordinator

Criteria	Essential/ Desirable
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the post holder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> <li>• Clear understanding of compliance management, related risk assessment, and the ability to deliver compliance management works programmes to maximise efficiency.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Ability to plan, prioritise and coordinate own resources to deliver services, resolving operational issues on own initiative.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Sound understanding of the importance of Health &amp; Safety and compliance.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Good listening skills and ability to establish the purpose and detail of exchanged information, particularly via telephone.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Good interpersonal skills to ensure that the Compliance Function is delivered through the liaison with colleagues and external parties.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Sound understanding of the principles and practice for administering reactive and programmed property maintenance.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Sound understanding of, and ability to apply, quality assurance and performance monitoring techniques.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Effective contract management skills including managing service and maintenance contracts.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Knowledge of and ability to apply budget preparation together with expenditure monitoring and reporting.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Skill to manage, develop and integrate data management systems (electronic and paper based) to ensure records are maintained and reports for KPI and other purposes readily available.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Good understanding of or ability to apply health and safety management duties in respect of workplace, contracts and maintenance programmes.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• The ability to draft routine service and maintenance contract specifications and procurement of same.</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>• Good liaison skills to ensure that the Association maintains required standard of relationship with contractors and other internal/external parties.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Understanding and application of customer service standards to all operations.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Competent user of Microsoft or equivalent word processing, spreadsheet and email applications.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Able to research and compile routine management reports.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Customer focused with excellent written and verbal communication skills with the ability to work at all levels within the business.</li> </ul>	

<b>2. Experience</b> <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> <li>Two years' experience of applying the skills and knowledge noted above in a similar role.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>2 years' experience of working in the housing association sector.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Evidence of using sound judgement when making effective decisions.</li> </ul>	Essential

<b>3. Education/Qualifications</b> <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> <li>Higher or equivalent standard of education.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Asbestos Level P405 or equivalent</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>Water Hygiene Level 3 Responsible persons</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>Gas safety awareness</li> </ul>	Desirable

<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> <li>No additional information</li> </ul>	

<b>5. Equal Opportunities</b> This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and codes of practice	Essential
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