**JOB DESCRIPTION**

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| **1.** **JOB DETAILS** |  |
|  **Job Title:** | Customer Safety Coordinator |
|  **Location:** | Hybrid, but based in either our Glasgow or Edinburgh offices |
|  **Team/Directorate:** | Asset Management |
|  **Responsible To:** | Repairs and Customer Safety Manager |
|  **Responsible For:** | Customer Safety Assistant |
| **Indirectly Responsible For:** | none |

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| 2. JOB PURPOSE |  |

The Customer Safety Coordinator, working with the Repairs & Customer Safety 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.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

**3.1** Design, deliver and monitor effective processes and procedures to ensure all statutory requirements in respect of customer safety are met and can be verified.

**3.2** Provide monthly KPI data in the agreed format for submission to the appropriate governance structure and assist the Health, Safety & Wellbeing Manager to prepare quarterly and annual Health and Safety and Wellbeing Reports to Board.

**3.3** Contribute to the development of future budgets as well as monitor and control the appropriate budgets within Asset Management, to meet departmental budget constraints, preparing business cases/ proposals where required.

**3.4** Deliver compliance management works programmes to ensure achievement of all regulatory and statutory standards and ensure that the Association responds to any change in legislation or standards timeously and appropriately

**3.5** 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.

**3.6** 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.

**3.7** 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.

**3.8** 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.

**3.9** Monitor the performance of contractors through contract KPI’s and regular performance meetings to ensure Hanover complies with statutory requirements, provides good customer service and value for money. T

**3.10** Research, review and contribute to the development and training of all appropriate employees in relation to customer safety in order to minimise and manage risk.

**3.11** Monitor, update and maintain relevant policies and procedures in line with legislation and best practice, ensuring all employees across Hanover are informed and trained where appropriate, to minimise and manage risk.

**3.12** Input into the development of all relevant strategies and service improvement plans to achieve the strategic objectives on Hanover.

**3.13** Manage, develop and motivate the customer safety team to provide an excellent service suited to current and future organisational needs, in line with people management procedures and Hanover’s values.

**3.13** Manage and develop the customer safety team by providing support and subject matter experience to advise and guide as appropriate.

# 3.2 Key Relationships – Internal & External

* Senior Management Team
* Health & Safety & Wellbeing Manager
* Colleagues in Asset Management & Customer Services & Finance
* Telecare Team
* Hanover Customers

# 3.3 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Complete online training as and when required.

Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work. Report any accidents, incidents or near misses as soon as reasonably practicable

# 3.4 General

* Be aware of and always adhere to Hanover’s policies and procedures.
* Take part in performance reviews and one to one meetings with your manager throughout the year.
* Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
* Be an ambassador of Hanover’s values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.

**3.5 Other**

* Always apply Hanover’s values and behaviours to every aspect of the role
* Protect and enhance the interests and reputation of Hanover internally and externally.
* Act as a role model and always treat colleagues and customers with integrity and respect.
* Comply with Hanover’s Code of Conduct.

**Customer Safety Coordinator**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training |  | Asbestos level P405 or equivalentWater Hygiene Level 3 Responsible personsGas safety awarenessFire Safety AwarenessElectrical Safety Awareness |
| Experience | Substantial (3-4 years) experience in the housing association sector Significant (2-3years) experience in customer safety/ compliance functions including understanding of regulatory requirements and creating and implementing robust processes. Demonstrable experience of managing a team. |  |
| Knowledge | Detailed understanding of customer safety requirements relating to fire, gas, water hygiene, asbestos etc.   |  |
| Skills | Highly developed attention to detail and adherence to procedures.Highly developed ability to work with software to monitor and manage large amounts of dataDeveloped ability to manage a team and peers to achieve agreed outcomes.  |  |
| Personal attributes | A strong team player who is accountable for their actions and is able to work collaboratively and inclusively to achieve our objectivesA person who demonstrates respect for colleagues and customers alike. |  |
| Additional requirements | Hanover will be adopting a hybrid approach to work and so the candidate should have an available appropriate home working space including appropriate Internet bandwidthSome office working will be required but this can be negotiated.  |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**