

# Assistant Homes Safety Specialist (Water & Lifts)

## Job Description

**Pod:** Property

**Stem:** Home Safety

**Reports to:** Homes Safety Manager

**Direct reports:** None



## Red Kite's Expectations

Above everything, the safety of people living in our homes is the absolute priority. With more than 6,000 homes and many more tenants, this role is all about keeping an unfaltering focus on compliance, so that we always keep on the straight and narrow and protect our tenants. Your efforts, at all times, will be on delivering specific compliance-related planned and cyclical work programmes and major improvement projects that protect or improve our homes. Working closely with customers, senior managers and staff, you'll be the supporting feature of our team and helping the Home Safety Team to deliver a high-quality service that is in line with the highest of standards

## Key Responsibilities

- Escalating and supporting any compliance issues helping to make sure risks are effectively recorded, reported eradicated or managed down to the lowest possible level
- Maintaining robust records to provide a clear and transparent account of performance, taking immediate action or escalating appropriate any areas of poor performance
- Providing effective management, control methods and performance information to report progress and confirm compliance to relevant standards and key performance targets taking a lead role in the delivery of Legionella requirements
- Supporting the Home Safety Team
- Managing specific projects in line with project management methodology, reporting on progress as required
- Supporting our procurement of work, following official procurement processes that ensure best value outcomes
- Supporting and preparing specifications for tenders, formulating budget estimates and scheme costs, seeking approval where required and raising orders for work
- Supporting formal contract documentation, programmes and project plans and other relevant materials in line with our formal procedures
- Supporting and managing project progress ensuring compliance with all relevant documentation, standards and good practice guidance associated to the works
- Reconciling and in some cases approving final accounts and valuations, extensions of time and variations, issuing relevant certification as appropriate, and approving payment where appropriate of contractor accounts.
- You'll work on compliance-related areas including gas safety inspections and servicing, fire safety management, electrical safety including general periodic testing, asbestos management, and lift servicing as well as taking an active hands approach in regard to the delivery of legionella, water treatment testing and anti-scalding.

- As part of the HST, you'll help ensure key performance targets and milestones for projects are met and make sure we deliver everything we promise
- Engage with our tenants on a range of different subjects including arranging repairs that directly relate to Home Safety Specialist Contractors
- Become an integral part of the team, supporting and producing a range of reports from by collecting information and data from a range of sources.
- Work with and learn from the Compliance Specialist to validate information that will be uploaded into systems
- Provide proactive support to HST, which will include maintaining electronic records in various IT housing solutions and contractor portals
- Work in accordance with our strategy, policy and procedures when it comes to HST
- At all times, make sure that we are fully compliant with relevant regulations for specific areas and take appropriate action where needed
- Work with the team to manage projects and remedials works to minimise exposure of both financial and health and safety related risks. Taking an active role in the delivery and remediation of Water Risk Assessment associated works
- Work closely with tenants to plan and deliver projects, seeing that our tenants are fully informed of the outcomes
- Deliver all work equitably and fairly, maximising or protecting the capital value of assets
- Take part in a rota system (usually one week in every nine) to provide ad-hoc evening and weekend phone support for contractors and customers when emergency situations arise – you might need to attend emergency work e.g. major fires, floods etc. acting as our representative onsite
- Personally, commit to our vision, mission and values and see that we are at the forefront of good practice in the sector by carrying out research and promoting it to colleagues, partners and customers
- Be part of and pursue excellence in all aspects of delivery within the Property Pod and wider organisation

## Our non-negotiables

- Be an individual who is well versed in Housing Compliance
- Be IT literate, proficient in Microsoft Word, Outlook, Excel and PowerPoint
- Be confident, independent and approach problems with solutions
- Be self-motivated and keen to find better ways of doing things
- Have great communication skills, both verbal and written, with a confident approach to sharing information and making sure your team is in the know
- Be an experienced individual who has worked with and supported the delivery of asbestos, water treatment, fire prevention upgrade projects and maintenance programmes

- Be an all-rounder who, has good negotiating and dispute resolution skills and a good understanding of best practice within social housing, and has experience in dealing with and resolving tenants' disputes and complaints

## **Added extras**

- A team player who is there to support
- Someone who is willing to learn and has a keen interest in property management, and tenant engagement.
- Someone who can work openly with all stems within the Property Pod and all types of people to create a positive atmosphere and bring them together
- Someone who is flexible, confident, persuasive and dynamic and who understands the impact of change on individuals and organisations
- Someone who spots gaps and can offer suggestions for fixing issues

## **Qualifications, Skills & Experience**

- Experience in supporting and managing compliance related works, working in a customer focussed organisation - maybe even a housing organisation or something similar
- A background in supporting best value initiatives, and continuous improvement, in a true learning organisation
- Somewhere that you developed an understanding of compliance and housing related health and safety, and a supporting role and are keen to develop and build on those skills
- Somewhere that time management and the ability to prioritise went hand in hand with being a team player