

Home Safety Administrator

Job Description

Pod: Property

Stem: Home Safety

Reports to: Homes Safety Manager

Direct reports: None



Red Kite's Expectations

At Red Kite, we're committed to delivering excellent services that reflect our vision, mission, and values. Our Property Pod is a dynamic hub supporting Home Safety, Asset Management, Responsive Repairs, and Empty Homes. In this role, you'll be central to ensuring contract administration runs smoothly - especially within Home Safety - by working closely with tenants, contractors, and colleagues. We expect you to pursue excellence, uphold our standards, and put customers at the heart of everything you do.

Key Responsibilities

- Support day-to-day contract administration across Home Safety stem.
- Scrutinise contractor invoices and variation requests
- Coordinate works with Home Safety team.
- Update housing management systems (e.g. TCW)
- Produce and interpret reports from internal systems
- Provide regular performance updates and progress reports
- Liaise with contractors, consultants, and internal teams
- Monitor customer complaints and help implement lessons learned
- Track all home safety programmes to help ensure overdue actions are eliminated.
- Assist with raising purchase orders and checking invoice accuracy
- Take meeting minutes and support general admin tasks across the Property Pod
- Undertake weekly reconciliation of all compliance programmes

Our essentials

- Experience working within a compliance team.
- Background in social housing or similar customer-focused organisation
- Familiarity with best value services and continuous improvement
- Understanding of contract management principles within Compliance
- Strong history of working with compliance documents.
- Embrace and live our values of Partnership, Respect and Pride
- Strong attention to detail
- IT proficiency (Word, Outlook, Excel, PowerPoint)

Added extras

- Great planning, coordination, and dispute resolution skills
- Ability to build productive relationships across teams and with tenants
- Experience promoting teamwork and sharing updates across the organisation

Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Excellent verbal and written communication
 - Confident, independent problem solver and decision maker
 - Have a high personal drive and commitment to Red Kite's mission
 - Be flexible, open to change, and team-oriented
 - Have a service improvement mindset and a 'can do' attitude
 - Have good self-awareness and ability to work collaboratively
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