



## Job Description

Role title	<b>Building Safety Coordinator</b>	Directorate	Property and Asset Management
Level	Staff Member	Department	Asset Compliance

Accountable to	Head of Fire Safety & Special Projects
Accountable for:	Financial: None People: None

### **Job purpose:**

Following the Grenfell Tower fire, Optivo is continuously making strides to improve the safety of all high-risk residential blocks. To build upon this effort, a building safety coordinator is needed to support the delivery of the Building & Fire Safety Transformation Programme, raise awareness of Fire Safety, and support the business in delivering consistent messages to stakeholders including engagement with residents.

They'll also be responsible for creating building safety cases and managing the registration process, enabling the collection/preservation of key data throughout the lifespan of a building, as well as proactively driving knowledge share between directorates.

### **Principal accountabilities:**

1.	Establish and manage a system to deal with enquiries about fire safety, ensuring the required level of response is given at all times.
2.	Be the central point of contact for internal Fire Safety communications and bridging the gap between the team and the rest of the organisation.
3.	Establish, organise, and own day-to-day processes for internal fire safety communications.
4.	Proactively develop effective communication and engagement approaches and mechanisms to monitor and detail their effectiveness.
5.	Draft responses on behalf of the Head of Fire Safety & Special Projects and collating responses for other Directorates where necessary.
6.	Logging and tracking of enquires and complaints and sending approved responses in a timely manner.
7.	To liaise with staff across the business in administering and providing responses to all Fire Safety related correspondence, ensuring accurate and consistent messaging.
8.	Communicate directly with residents and other external stakeholders, providing user friendly, appropriate and empathetic engagement.
9.	Develop, lead and deliver the Building Safety Case information project.

10.	Liaise with main contractors, consultants, etc, and implement mechanisms for retrieving relevant building information or organising the production of the information.
11.	Organise the collation of existing information from a variety of sources. Establish systems to help manage comprehensive sets of data.
12.	Identify gaps within existing information sets on HRRBs and other fire safety related building information.
13.	When necessary, organise entry into flats to assist with the collation of building related information.
14.	Collate and organise building safety case information ready for submission and any other MHCLG data collection exercises.
15.	Staying up to date on fire safety guidelines, legislation, trends and making recommendations to existing approaches.
16.	Understand the detail of new and emerging legislation as it applies to digital records and fire safety. Responsible for implementing the required operational changes.
17.	Work with colleagues in Development to define the digital record requirements for all new developments being brought into management.
18.	Present compliance reports to the Strategic Fire Safety Board as required.

**Relationships:**

Internal:

Asset Compliance Team

Property Services

Development Team

Neighbourhood Teams

Home Ownership Team

Corporate Health & Safety team

Communications Team

Public Affairs & Corporate Research Team

External:

Contractors/Consultants

London & Regional Fire Brigades

Residents

MHCLG

**Person specification:**

**Knowledge, skills and abilities:**

1	<p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Good knowledge of Building Safety Programmes following the Hackitt recommendations, Grenfell enquiry, and current and upcoming fire safety best practice</li> <li>• Experience working in customer relations or in a communications role</li> <li>• An awareness of information management principles and familiarity with information systems and archives</li> </ul>
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	<ul style="list-style-type: none"> <li>• Good project management and organisational skills</li> <li>• Up-to-date knowledge of data protection and freedom of information legislation</li> <li>• Able to achieve targets and a high standard of services</li> <li>• Experience of maintaining and analysing stock data within the asset database</li> <li>• Knowledge and experience of working in partnership with internal and external stakeholders to deliver improved services and performance.</li> </ul>
2	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Excellent critical thinking skills and the ability to exercise good judgement and solve problems quickly and effectively</li> <li>• Problem-solving and analytical skills to build integrated records systems</li> <li>• Strong communication skills to deal with residents and other stakeholders</li> <li>• Negotiation skills to persuade colleagues to follow agreed record storing guidelines</li> <li>• Good IT skills including ability to use Asset databases, Microsoft Word and Excel</li> <li>• Numerate, with good analytical skills</li> <li>• Has a calm and professional manner coupled with a strong customer service focus</li> </ul>
3	<p><b><u>Abilities</u></b></p> <ul style="list-style-type: none"> <li>• Self-starter with the ability to innovate by both conceiving and implementing new services or improvements to existing services</li> <li>• Exceptional writing ability and attention to detail.</li> <li>• Good interpersonal skills and the ability to communicate well with tenants, external agencies and tenants' associations, both verbally and in writing.</li> <li>• Able to extract and explain complex ideas and technical information in a simple and straightforward manner.</li> <li>• Flexibility to get involved in all aspects of information provision.</li> <li>• Able to analyse data and other information, and to produce programme or performance reports</li> <li>• Able to prioritise to achieve realistic targets and time deadlines</li> <li>• Pragmatic, creative approach to problem solving with emphasis on fast, practical solutions</li> <li>• Able to show an understanding of, and commitment to, high standards in: resident involvement, equal opportunities and customer care</li> </ul>

**Behavioural competencies:**

I will demonstrate Optivo's C.O.R.E. behavioural competencies at the level associated with my job role. Please refer to our C.O.R.E. competencies grid.

**My health and safety obligations**

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a staff member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

**My data protection obligations**

In my role, I have a duty to maintain the security and privacy of personal information of residents and colleagues. I will be familiar with the requirements of current Data Protection legislation and will take care to enter accurate, complete and compliant data in to our

systems. I understand it is everybody's responsibility to resolve data inaccuracies as and when they are found.

### **Further relevant information**

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and I am expected to carry out other duties from time to time, which are broadly consistent with those described.