

Job Description

Job title	Coordinator - Building Safety Compliance
Profession	Property Maintenance & Technical Assurance
Band	F
Directorate	CCO (Customer)
Accountable to	Building Safety Compliance Support Manager

Job Purpose:

The role will provide robust coordination and administrative support to the Building Safety Compliance team. This role is critical to give support to the technical subject matter experts/ specialists ensuring the smooth and efficient running of the department.

The role will monitor and manage data across our compliance and asset systems as well as liaise with management companies and freeholders to obtain up-to-date safety compliance certification and relevant information. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements, and responsible for maintaining high data quality.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Building Safety Compliance Support Manager, this role will deliver key accountabilities. Use own initiative and problem-solving ability to assess any pain points being experienced within the team and proactively identify possible solutions.

Key Accountabilities:

- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Promote a positive collaborative culture of building safety compliance. Take personal responsibility for escalating any concerns to the appropriate member of the Building Safety Compliance team for consideration and/or investigation.
- Provide coordination and administrative expertise to aid the overall compliance to building safety compliance and adherence to regulatory, legislative and landlord requirements.
- Seek opportunities for continuous improvement within the building safety compliance area to further automate working practices to reduce or remove manual input.
- Ensure the compliance work delivery tracker sheets are updated and any areas of non-performance by our contractors and internal teams are escalated to the relevant manager.
- Provide a proactive administrative support service to the team, meeting standards and targets to ensure the delivery of the best possible level of satisfaction for both internal and external customers.
- Lead on the collation of building safety information for properties where there is a management company present or a freeholder that is not SNG.

- Proactively identify any building safety compliance risks to customers where SNG are not the freeholder by analysing any missing information and liaise with legal teams accordingly.
- Escalate any areas of concern observed including for properties where a third party has overall responsibility for building safety compliance activities to management.
- Manage the Cherwell system for all building safety compliance queries and request for information ensuring that Dynamics is updated accordingly.
- Ensure the correct allocation of Cherwell workflows that is aligned with the KPI's set.
- Manage the fire door inspection appointments undertaken by the internal Fire Door Assessors.
- Highlight queries requiring the attention of colleagues in a reasonable time frame to promote an exceptional standard of customer service.
- Ensure robust action management activities are in place together with accurate meeting minutes for full audit trail. Utilise standard corporate formats and templates from dictation, audio and written copy to a high standard of accuracy and speed.
- Ensure accurate processing of electronic purchase orders, requisitions and payments and resolve queries as necessary to ensure payment is made in line with our financial regulations.
- Implement new procedures as directed whilst proactively participating in review of the department and personal working practices to suggest solutions and improvements as necessary.
- Ensure documented processes are in place to support work activities.
- Provide a first point of contact within the team for callers whether personal or by phone. Liaise with other departments as required to ensure a proper and timely response to enquiries is achieved.
- Ensure confidentiality is maintained as necessary and all retained information is filed in accordance with data protection legislation.
- Identify and address data interdependencies with the data related to building safety compliance as set out in SNG's data landscape, and resolve any conflicts that arise, raising data issues and provide justification for appropriate fixes.
- Adhere to good data management practices (in the creation and maintenance of data) to ensure building safety compliance data is of sufficient quality and integrity to support its intended usage (e.g. in processes, to serve customers, to meet regulatory requirements).
- Ensure the utilisation of the SNG central data platform for all data extraction and use Power BI for visualisation and reporting.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Ability to adapt and support colleagues during periods of high workload.
- Experience of operating within a fast paced highly regulated environment.
- Experience of working to deadlines and achieving targets through own work and work driven through teams.
- High level understanding of safety compliance processes and procedures and ensuring these are always followed to manage risk to customers.
- Ability to use multiple systems and understand how they communicate and interact.
- Strong skillset of communicating with subject matter technical experts both internally and externally.
- Ability to work independently and collaboratively with various departments and third parties.

Desirable

- Ability to interpret and use complex data including the use of PowerBI platforms.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).
- Knowledge of trend analysis, risk management and proactive solution identification.
- Experience in protecting and monitoring data against misuse and loss.
- Understanding of data breaches, associated implications and industry standards of preventing / triaging a breach.
- Excellent decision-making skills to enable responsive action and ensure the best customer outcome.
- Evidence of excellent customer service achievements in a busy delivery environment.
- Experience working within a Building Safety Compliance team and a high-level understanding of the regulatory and legislative requirements.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4909	Amanda Gale	25/03/2025	
2.0				