

Role Title	Building Safety & Compliance Manager
Directorate	Customer Services
Reports to	Director of Customer Services and Populo Homes
Role purpose	
<p>Responsible for maintaining and developing the Group's Building Safety and Compliance service, covering a growing portfolio of residential projects across LB Newham and contiguous LA areas. Ensuring our homes are fully compliant with all Building & Fire Safety Regulations, all inspections are conducted in good time and all relevant contracts are in Place and monitored to deliver the highest standards to ensure our residents safety is of the highest priority.</p>	
Key responsibilities "What You Have to Do"	
<p>Manage the overall services provided within Populo Living and Homes Properties</p> <ul style="list-style-type: none"> • Act as the lead and responsible person for Populo Living and Homes as required by Building Safety regs and legislation. • Ensure all our buildings meet health and safety requirements and that all facilities comply with prevailing legislation, ensuring the safety of residents, staff and others. This includes residential, commercial properties and any offices. • Lead on the Group's approach and adoption of the new Building Safety regime. • Responsible for the fire safety strategies relating to each of our buildings. • Initiate a programme of inspections in line with regulatory requirements, monitor and audit them. • Conduct regular compliance inspections in line with recommended frequencies. • Maintain accurate records on all areas of compliance. • Produce monthly and quarterly reports on the effective and efficient running of the service, ensuring delivery against agreed service targets and budgets. • Advise the Executive and Board on any developments in the sector and regulation pertaining to Building Safety, Fire Safety and general H&S. • Procure, project manage, supervise and coordinate the work of all contractors and service contracts in relation to Building safety and Compliance. • Inspect that agreed work by staff or contractors has been completed satisfactorily, and follow up on any deficiencies, collating and producing results/reports • Plan and prepare all documents to put out tenders for all relevant maintenance management contracts associated with the role. • Develop our Asset Management systems and records for effective oversight in all areas of Building Safety and compliance. • Work with our finance team to plan, budget and forecast all our spending in relation to this area of work. • Work with our new homes team to plan the future development of new schemes, and the handover of new projects in line with strategic business objectives. • Adopt efficient procurement practice to achieve maximum value for money for residents and Populo. • Respond appropriately to emergencies or urgent issues as they arise and deal with the 	

consequences.

- Plan and develop annual budgets for all relevant maintenance and service expenditures, and assist development of service charge forecasts for all properties
 - Take the lead on all aspects of health and Safety within Populo Homes/ Populo Living.
 - Ensure all works orders are raised in a timely manner.
 - Manage any follow up/ remediation works required following compliance inspections, raising orders, monitoring progress and ensuring works are completed within target SLA's.
 - Maintain clear records pertaining to Building safety and H&S generally to ensure a 'Golden thread' in respect of our data.
 - Engage with residents to ensure they are kept informed of any issues arising in their homes.
 - Work closely with the Asset & Facilities Manager to ensure all requirements are fully met and we deliver the highest standards of service.
 - To carry out any other duties that maybe required within the purpose and grade of the job.
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- Deliver the role in strict keeping with Equality & Diversity policy and procedures

This is not meant to be an exhaustive list of duties. The need for flexibility, shared accountability and team working is required, and the role-holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

Role competencies

Part one

Knowledge and experience

- 5 year plus in the field of Building/ Fire safety and compliance in a residential management setting.
- Hold a Construction, Project Management or Building safety qualification.
- Have clear understanding of the current Building Safety requirements, and their future direction
- Excellent organisational capability honed in a busy and dynamic Property management environment
- Robust grasp of Customer Service metrics and track record of delivering high quality service and customer satisfaction levels

Part two

Skills and abilities

- Strong project management skills
- Analytical and problem-solving skills
- Robust understanding of public procurement, supported by good negotiation skills
- Excellent interpersonal, relationship-building and networking skills
- The ability to multitask and prioritise workloads
- Good presenter with ability to manage meetings and inclusive outlook
- A confident decision maker
- Excellent time management skills
- A team player with the ability to lead and motivate others
- Clear and concise writing skills and the ability to handle long and complex documents
- IT Fluent with the ability to operate a range of property management and maintenance software packages, together with good grasp of Excel, Word and
- A practical, flexible and innovative approach to work.

Part three

Personal style and behaviour

- A driven person who gets things done
- Trustworthy and credible; and an excellent role model for Populo.
- Highly motivated with strong work standards & ethics
- Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships.
- Ability to make sound judgement in challenging situations.
- A team player who can understand and contribute to wider project objectives