

Resident Safety Support Administrator

> Homes > Building Safety Regulation

What's it all about

The Resident Safety Support Administrator is there to ensure that all residents living in our higher and medium risk buildings with service adjustments (vulnerabilities) have a plan in place to evacuate a building.

It's about reaching out to residents who may need our support, taking time to understand the resident's needs, and arranging for one of our specialists to assess those needs.

It's about making sure we've got really clear and auditable records of how we've communicated with residents, and the records of those plans being put in place.

And at every stage, you'll need to make sure this sensitive data about our residents is protected.

How you'll make a difference

This role makes a big difference to our most vulnerable customers. It works in collaboration with them to make a plan for them to follow in the event of an emergency. This is a key part of keeping residents safe in their homes.

How you'll do it

- Analysing our service adjustment (vulnerability) data, you'll support determining residents in scope of the Residential PEEPs regulations
- You'll co-ordinate your workload and the workload of the team digitally through our CRM software, being involved in multiple cases and tasks
- You'll communicate with residents through their preferred method, and use soft influencing skills to encourage them to make an appointment with us to conduct a person centred fire risk assessment if we think they need one
- You'll work with Outlook diaries to efficiently schedule appointments for members of your team, as well as your own diary for desk-based appointments

Promotion and communications

- Support the team with writing and publishing articles for internal communication channels. These could be linked to campaign awareness raising, spotlighting success stories and publicising lessons learnt.
- Support the team to create publicity materials for external audiences such as posters and fliers.
- Work with the team and other stakeholders to update team webpages
- Carry out large scale mailouts to residents and stakeholders to promote residential PEEPs

Inbox management

- Monitor the team inbox
- Respond to queries within prescribed timescales, recording contact on our CRM system
- Monitor the outcome of referrals to the team inbox.

General

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others
- At every stage of the process, you'll carefully manage the sensitive data you collect in line with General Data Protection Act and seek the consent of residents to the information held.
- Support the Resident Safety Support Manager with regular desktop audits of residential PEEPs documentation and processes.

- Support the Resident Safety Support Manager in compiling performance data and implementing new processes.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Demonstrated ability to deliver full administrative support.
- Proficiency in processing invoices, raising purchase orders, and contributing to financial accuracy within administrative processes.
- Strong understanding of the importance of confidentiality, with the ability to approach issues in a sensitive, compliant, responsive, and transparent manner.
- Excellent verbal and written communication skills, with the ability to adapt communication styles for different audiences.
- Exceptional organisational and time management skills, working flexibly to ensure work is delivered within deadlines.
- Good problem-solving skills, addressing issues promptly and effectively and an ability to work independently when needed.
- Ability to validate information showing attention to detail when presenting data to audiences.
- Ability to work as part of a team and interacting effectively with colleagues at different business levels.



Working better together
for our residents

- Proficiency in the full Office 365 suite of software.