

Job Title: Fire Safety Engagement Manager

Role Purpose: To lead on the customer engagement for all residents affected by fire safety issues in their blocks, ensuring an excellent customer experience. To develop and deliver the residents' offers where major work is needed, ensuring successful outcomes for customers and Catalyst.



ABOUT THE ROLE

Reporting to and deputising for the Head of Housing Regeneration and Specialist Services, the Fire Safety Engagement Manager will play a key role in the delivery of Catalyst's Fire Safety Works Programme and Customer Experience Strategy. With a remit focusing on the customer engagement of all residents affected by fire safety works you will oversee the communication and engagement for customers, ensuring effective case management. You will lead on property transactions, re-housing and associated goodwill payments, as required. This will include managing customers' expectations and developing tailored services and support where required.

To work collaboratively as the technical lead on all leasehold matters with colleagues and external stakeholders (particularly solicitors and surveyors) to ensure a fair and equitable service is delivered which meets the need of customers and Catalyst's business requirements. Ensuring buy backs, where needed is a must, as is avoiding litigation.

The role will also involve close joint working across Housing Operations to deal with any complaints, escalated recovery and enforcement, First Tier Tribunals, court action, litigation and case management, ensuring a clear link across Housing Operations and the Fire Remediation Team is maintained.

In particular:

- Assessing customer impact and customer engagement requirements for fire safety works
- Plan and lead on customer communication and engagement for all fire safety work, working closely with the customer insight and engagement team
- Developing and deliver the residents' offer for customers affected by fire safety works, including developing new products with subject matter experts across Catalyst as required, which will include leading on staircasing, sales, buy backs, goodwill payments, opportunity costs, fixed equity products and temporary re-housing for home owners
- Manage direct reports within the fire safety team for front facing customer engagement and buyback delivery
- Ensuring colleagues across the business are well briefed on the customer impact of our fire safety programme to enable an excellent customer service to be delivered at first point of contact
- Where Catalyst is compelling homeowners to leave catalyst properties, manage the full process (rehousing/buyback/resale), residents engagement, financial transactions (including compensation, homeloss and stamp duty) the successful payment of stamp duty on new properties.
- Lead on all processes for eligible homeowners relating to the conversion to tenancies or licences and vice versa as well as tenants in relation to RTB/RTA in fire safety blocks
- Managing Homeowners porting leases to other Catalyst properties within the project group
- Developing a fixed equity and other relevant products with Corporate finance colleagues which meets residents' needs and satisfies regulatory requirements
- Be the technical homeownership lead for the project ensuring compliance with leasehold legislation and supporting any FTTs, Court action, enforcement of leases including forcing access and defending litigation with legal service where necessary.
- Ensure blocks within the fire safety portfolio have excellent customer communication and engagement for such works
- Lead on stakeholder engagement where required with superior landlords, management companies local authorities and solicitors before any works on a fire safety block commences to allow seamless management of the pre major work process

- Be aware of FRA responsibility within the fire safety portfolio from a homeownership point of view and ensure compliance under the lease including any notices required under the lease covenants
- Exemplary case management of all customer contact to ensure effective record keeping, in line with GDPR requirements, governance and Catalysts values for auditing purposes and as evidence for potential litigation
- Ensuring a visible presence at all of Catalyst's blocks affected by fire safety works acting as the Catalyst ambassador for all customers, providing a single point of contact for residents and being easy, reliable and empathetic to do business with as well as leading on resident meetings, outreach and individual home visits.
- Ensuring that all operational targets are met including delivery of all key commitments to residents, Catalyst service standards, achieving rehousing programmes (temporary and/or permanent) within the required timescales and adhering to financial targets/budgets by attaining all performance targets (KPIs)
- Working collaboratively with colleagues to ensure that a one team approach is adopted and a seamless service to customers throughout the fire safety works programme. This will include using customer feedback and insight to drive continuous improvements to service delivery
- Establishing positive relationships with key stakeholders including local authorities, politicians and ensuring that residents are engaged and can influence fire safety works programmes
- Collaborating with other managers across Catalyst to ensure end to end customer processes work effortlessly, and build a culture of one team delivering to the customer experience service styles by exemplary communication flow.
- Be responsible for ensuring compliance to all legislation, regulation, governance and/or contractual obligations as well as horizon scanning for revisions and new legislation, regulations, caselaw, governance and best practice.
- Be the lead to devise appropriate interventions for each scheme that will focus on improving customer satisfaction and mitigating the impact of major/programmed works including assessing financial impact on residents and reserve funds
- Work closely with colleagues across the Directorate and joint working with other departmental Team Leaders to support the design and implementation of service improvements, ensuring a smooth handover between customer contact centre and operational service delivery: a seamless response to customer enquiries
- Represent Catalyst at relevant forums and contribute to the development of strong relationships that benefit the interest of Catalyst and our customers
- Manage budgets and contracts within your area ensuring value for money and compliance in every area
- Present accurate and timely information, analysis and reporting relating to your service area
- Support the delivery of service and system improvements to enable customers to access services through digital/ on line platforms.

About you:

- A housing professional with substantial Housing management and Home Ownership experience (Manager level) with a knowledge of legislation, who has demonstrated effective running and delivery of a Home Ownership Team within a large HA / LA
- An energetic and inspiring leader, you will have a good track record of delivering excellent customer service, delivering tangible outcomes for a diverse range of customers
- The ability to 'self-start' and work without close management, coupled with the drive and determination to see a project through from beginning to end
- Excellent interpersonal skills that will inspire confidence amongst colleagues, external partners and customers.
- You will work collaboratively with other managers across the Directorate and the wider organisation to ensure that an excellent customer experience is delivered every time and build a one team culture which ensures excellent service delivery.

- Financially aware with some experience of delivering value for money in budgets and contracts with ability to manage risk for your service area and the business.
- Delivered service improvements / customer engagement initiatives that support the successful delivery of CHL's customer experience strategy
- Able to demonstrate that you will passionately manage/ deliver the organisational values with the ability to apply fluid and flexible leadership style to accommodate organisational requirements
- A team player and collaborative colleague, you'll also demonstrate your ability to work through organisational structures and operational challenges, removing barriers and blockers and simplifying perceived complexity.
- You'll show a considered, intelligent approach to managing and implementing change, with attention to detail and consideration of customer and employee engagement and the broader organisation
- An ability to work flexibly in order to suit the requirements of the post, with regular evening working as appropriate.

This role requires an enhanced DBS check.

Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues