

Job title:

Remediation Engagement Operations Manager

Line manager:

Senior Customer Fire Safety Operations Manager

Grade (if applicable):

2

Direct reports:

8 (7 x Remediation Engagement Manager, 1 x Remediation Engagement Administrator)



Role purpose:

To lead on all aspects of customer support for individuals affected by fire safety issues in their buildings, ensuring an excellent customer experience. Responsible for developing and implementing a programme of local plans for higher-risk and complex buildings including assessing the customer impact of planned major works, ensuring mitigation measures, effective customer engagement and rehousing programmes are in place where required, and successful outcomes for customers and Peabody. Accountable for delivering the statutory and regulatory requirements for building safety in line with the Code of Practice for the Remediation of Residential Buildings and the leaseholder and resident engagement requirements of Cladding Safety Scheme grant funding.

Key results:

Reporting to the Senior Customer Fire Safety Operations Manager, your role will be key to the delivery of Peabody's Fire Safety Remediation Work Programme. Focusing on the customer engagement of those affected by fire safety work, you will ensure effective communication and engagement for customers, ensuring we listen and respond to customers.

You will lead a team of seven Remediation Engagement Managers and one Remediation Engagement Administrator, delivering tailored programmes of support, outreach, communication and engagement including re-housing and associated goodwill payments, ensuring the customer voice is heard and managing customers' expectations. Your approach will be flexible and responsive to external factors, ensuring we meet the requirements of the Building Safety Act 2022, the Fire Safety Act 2021, the Code of Practice for the Remediation of Residential Buildings and other relevant legislation, taking best practice into account.

You will deliver the resident engagement obligations attached to Cladding Safety Scheme grant funding for buildings with executed Grant Funding Agreements, providing auditable evidence of communications for Homes England progress reports. As the customer services lead you will collaborate on all fire safety matters with colleagues and external stakeholders to deliver a fair and equitable service meeting the needs of customers and Peabody's business requirements. This includes dealing with complaints, enforcement, First Tier Tribunals, court action, litigation and case management, maintaining a clear link across Housing Operations and the Fire Remediation Team.

In particular:

Statutory and regulatory delivery

- Deliver the Code of Practice for the Remediation of Residential Buildings across your portfolio, including buildings scheduled later in the programme, with communication at the frequency and quality the Code requires.
- Deliver the leaseholder and resident engagement requirements of the Cladding Safety Scheme for every building with an executed Grant Funding Agreement.

- Collect and maintain auditable evidence of all resident communications, including updates, notices, newsletters, portal screenshots and survey returns, for inclusion in Homes England progress report submissions.
- Include the required Cladding Safety Scheme leaseholder guidance links and resident survey in every communication issued, and name the responsible communications lead.
- Keep pace with revisions to legislation, regulation, case law, funding conditions, governance and best practice, applying changes to your service area.

Leadership and team management

- Lead, manage and inspire your team of seven Remediation Engagement Managers and one Remediation Engagement Administrator, alongside multi-disciplinary project teams, to deliver results.
- Manage your budget and contracts within your area, ensuring value for money and compliance in every area.
- Ensure colleagues across the business are well briefed on the customer impact of the fire safety programme to enable excellent customer service at first point of contact.

Customer engagement and communication

- Design and deliver engagement strategies working cross regionally to meet the needs of individual regions and buildings.
- Assess customer impact and customer engagement requirements for fire safety work before works start.
- Plan and lead customer communication and engagement for fire safety remediation work, working closely with customer insight, communications, external affairs and customer engagement teams, using feedback and insight to drive continuous improvement.
- Ensure a visible presence at all buildings affected by fire safety works, acting as the Peabody ambassador, providing a single point of contact for residents and leading resident meetings, outreach and individual home visits.
- Establish positive relationships with key stakeholders including local authorities and politicians, ensuring residents are engaged and influence fire safety works programmes.

Customer offer and rehousing

- Develop and deliver the customer offer for those affected by fire safety work, including lenders' queries for remortgaging, sales and staircasing, goodwill payments, opportunity costs and temporary re-housing for customers including homeowners where required.
- Where Peabody requires homeowners to leave their home, manage the full process including the rehousing programme, engagement and financial transactions including compensation.
- Lead all processes for eligible homeowners relating to conversion to tenancies or licences and vice versa, and for tenants in relation to RTB and RTA in fire safety blocks.
- Lead the development of appropriate interventions for each building, improving customer satisfaction and mitigating the impact of major works, including assessing financial impact on residents and reserve funds.

Leasehold compliance and legal

- Be the dedicated lead for compliance with leasehold legislation within the fire safety remediation programme, supporting First Tier Tribunals, court action, enforcement of leases including forcing access, and defending litigation with legal services where necessary.

- Lead stakeholder engagement with superior landlords, management companies, local authorities and solicitors before works start on a fire safety block, enabling seamless management of the pre major work process.
- Understand FRA responsibility within the fire safety portfolio from a homeownership point of view and ensure compliance under the lease, including any notices required under lease covenants.
- Ensure complete and effective record keeping of customer contact, in line with GDPR requirements, governance and Peabody values, for audit purposes and as evidence for potential litigation.

Performance and reporting

- Ensure all operational targets are met, including delivery of key commitments to customers, service standards, rehousing programmes within required timescales and adherence to financial targets and KPIs.
- Present accurate and timely information, analysis and reporting relating to your service area to the Senior Customer Fire Safety Operations Manager, including compliance evidence for funder submissions.
- Represent Peabody at relevant forums and contribute to the development of strong relationships benefiting Peabody and our customers.
- Support the delivery of service and system improvements enabling customers to access services through digital and online platforms.

About you:

You will be:

- A housing professional with substantial mixed tenure housing management and customer engagement experience at manager level, with knowledge of legislation and a track record of running and delivering a housing team within a large housing association or local authority.
- Knowledgeable on the Building Safer Future (Hackitt Review) outcomes, the resident engagement requirements of the Building Safety Act 2022, the Code of Practice for the Remediation of Residential Buildings and Cladding Safety Scheme grant funding conditions.
- An energetic and inspiring leader with a good track record of delivering excellent customer service and tangible outcomes for a diverse range of customers.
- A self-starter who works without close management, with the drive and determination to see a project through from beginning to end.
- Skilled at building confidence amongst colleagues, external partners and customers through excellent interpersonal skills.
- Collaborative with other managers across the Directorate and the wider organisation, delivering an excellent customer experience every time and building a one team culture.
- Financially aware, with experience of delivering value for money in budgets and contracts and the ability to manage risk for your service area and the business.
- Experienced in delivering service improvements and customer engagement initiatives supporting the customer experience strategy.
- A role model for organisational values, applying a fluid and flexible leadership style to meet organisational requirements.
- A team player who works through organisational structures and operational challenges, removing barriers and blockers and simplifying perceived complexity.
- Considered and intelligent in managing and implementing change, with attention to detail and consideration of customer and employee engagement and the broader organisation.

- Able to work flexibly to suit the requirements of the post, with regular evening working as appropriate.