

Job title: Remediation Compliance Engagement Manager



Line manager: Fire Remediation Compliance Manager

Role purpose:

You will lead the administration and client liaison support to the Fire Remediation Team to assist with compliance, delivery and any associated works to ensure our homes are safe and works are done in a client friendly way. You will be key in ensuring excellent customer service in relation to fire remediation. You will take the lead in providing assurance to both the team and our residents by making sure fire remediation queries and complaints are properly assigned, tracked, and resolved within the required statutory timeframes. You will take the lead on the administration and validation of Leaseholder Deeds of Certificate and the preparation and issuance of Landlord Certificates, ensuring compliance with the requirements of the Building Safety Act 2022 and associated regulations. The role ensures adherence to the Building Safety Act 2022, Leaseholder Protections Regulations, service charge legislation, and all associated regulatory requirements.

Key results:

- Lead and oversee the management of the Fire Remediation Team's databases, ensuring data is updated frequently, maintained meticulously, and remains accurate and reliable.
- Manage the delivery and completion of the EWS1 workstream, ensuring all documentation is accurate, complete, and securely retained.
- Lead resident engagement activities in accordance with Leaseholder Protection Regulations, ensuring communications are clear, timely, accessible, and resident focused throughout all relevant processes.
- Oversee the delivery and issuance of Landlord Certificates, ensuring compliance with statutory and regulatory obligations.
- Maintain legal hierarchy libraries, ensuring documentation is current, accurate, and easily retrievable.
- Manage the Leaseholder Deed of Certificate process in line with service charges.
- Contribute to the development, maintenance, and monitoring of systems, registers, records, and databases relating to fire safety remediation across Peabody, ensuring they remain efficient and fit for purpose.
- Take responsibility for updating and maintaining centralised systems with all fire remediation and building safety data.
- Organise and manage meetings, including producing reports and data outputs, and ensuring accurate recording and distribution of minutes.
- Act as the main point of contact for managing all fire remediation work requests from across the business, ensuring information from completed and ongoing works is shared clearly and promptly.
- Act as key liaison for all stakeholders on service charge matters relating to fire remediation works.
- Liaise with residents while contractors are on site, ensuring engagement is respectful, kind, accountable, and aligned with Peabody's values.
- Organise and oversee bulk communications to residents and stakeholders ahead of planned fire remediation works where required.
- Lead on the investigation and response to complaints, allocating to appropriate team members where necessary, monitoring response timescales, analysing themes, and producing trend reports.
- Ensure complaint handling and responses reflect Peabody's values of delivering on promises, respect, accountability, and kindness.
- Lead on the management of service requests and enquiries from internal and external stakeholders, including residents, contractors, freeholders, and landlords.

- Manage the Fire Remediation Team email inbox, ensuring all enquiries are responded to within organisational timescales and that communication with the Fire Safety Team and partners is seamless.
- Provide and oversee administrative support for the Fire Remediation Team as required to ensure smooth service delivery.
- Process and oversee purchase orders and contractor invoices, ensuring payments are managed accurately and in line with contractual and financial requirements.

Success metrics:

- Demonstrates the ability to plan and organise work independently, operating confidently and effectively with minimal supervision when required.
- Exhibits strong communication skills, with the ability to inform, influence, and engage effectively at all levels, while remaining achievement- and results-focused.
- Possesses excellent knowledge of resident engagement within the social housing sector.
- Is a high-performing and ambitious manager, with proven experience of coaching and developing teams to succeed.
- Has extensive experience of resident co-design, scrutiny, consultation, and the delivery of effective resident engagement strategies.
- Undertake site visits and stakeholder meetings as required. Support outside standard working hours to accommodate project demands, resident engagement activities, and business needs
- Builds positive rapport and trust with a diverse range of residents across all tenures.
- Demonstrates strong stakeholder engagement skills, with a commitment to actively listening to residents, acting on feedback, and continuously improving the resident experience.
- Able to deliver services in a cost-effective, sensitive, compliant, responsive, and transparent manner.
- Strong attention to detail, with the ability to meet deadlines and maintain accuracy at all times.
- Excellent verbal and written communication skills.
- Demonstrates consistently high standards of customer care.

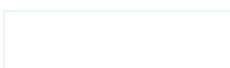
About you:

You will be:

- You will have a good level of understanding of the regulatory environment relating to fire safety remediation and an understanding of lease agreements.
- You will work collaboratively within a large, multi-disciplinary department, building strong working relationships across service areas to ensure a positive customer experience, using well-developed interpersonal skills and emotional intelligence
- You will have strong literacy, communication, and numeracy skills, with confidence in using IT systems to manage data, communications, and reporting effectively.
- High level of competency in the Microsoft Office suite, particularly Excel, Word, and PowerPoint, with the ability to present information clearly and accurately.

You will have:

- You will have the ability to work in a rapidly changing environment and to respond to changing regulations and delivery plans and have a calm approach to these changes.
- You will have knowledge of the requirements of Building Safety Act and EWS1's.
- Demonstrate excellent administrative, organisational, diary management, planning and prioritisation skills with the ability to multi task.
- Be personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service in all activities.



- You'll deliver values-driven service to your internal customers, by seeking to understand fully their needs, identifying and working to remove pain points, and always doing what you say you will.
- You will be liaising with housing management / development and be the interface between them and asset management / contractors on areas such as EWS1 management, so the ability to communicate with a diverse range of people in a professional, approachable and efficient way is essential.
- Experience of collating information from a number of sources and using this to create, populate and update project plans.
- Regulatory Compliance Management
- Building Safety Act Interpretation
- Service Charge Management
- Leasehold Law and Leaseholder Protections
- Wide ranging experience of dealing diverse stakeholders.
- Experience in dealing sensitively with customers in challenging and complex environments such as ongoing work sites and applying good problem-solving skills.
- Committed to delivering a quality customer service, best practice and best value.

