

Customer Building Safety Team Role

The Customer Voice Strategy was launched in January 2021 to give confidence to customers that we are serious about listening and acting on what they say.

The Customer Building Safety team is integral to the 'respond to regulatory requirements' objective within the strategy.

Our vision is that:

'The Customer Voice is heard, respected, valued and acted on throughout One Manchester and is core to who we are as an organisation and how we deliver services to our customers.'

About the role

The Customer Building Safety team will establish a network of community members to get their views and feedback relating to building safety in One Manchester's higher risk buildings (HRBs). The team will be key to:

- creating a culture where One Manchester's Building Safety Managers communicate effectively with customers on safety issues.
- supporting One Manchester in meeting the requirements of the new Building Safety legislation and ensure that high rise buildings are a safe place to live.

The group will be an inclusive mix of One Manchester customers with a range of skills and knowledge.

The role is voluntary; however, your expenses will be covered.

Why should you get involved?

Our end goal is to support customers to feel safe and secure in their homes, and whilst we have some ideas of our own, we'd love to shape our future together with you.

Through your work within the Customer Building Safety team, you will build on your skills whilst learning how One Manchester operates. You will be given the training and guidance needed to support you within the role and your contribution will be recognised.

What you will be asked to do

- Participate in a group at which issues of building safety at high-rise buildings can be discussed
- Help develop relationships between customers and their Building Safety Manager
- Put forward issues raised regarding building safety and monitor progress against any agreed actions

Skills and experience

For this role, we'd love to hear from you if you:

- have knowledge or interest in building safety
- can work as part of a team
- feel comfortable representing the issues, views and opinions of others

Who can apply?

If you are a One Manchester customer living in a high-rise building and keen to help customers to feel safe and secure in their homes, then we want to hear from you.

Our Customer Building Safety team will represent our customer base and we welcome applications from all backgrounds.

How to apply

In the first instance please contact us for an informal chat to discuss the requirements of the role. This will be followed by a selection process to ensure we have a diverse group of customers with the experience required for the role.

Please email customervoice@onemanchester.co.uk or call/text Wendy on 07848 024721.