

## **Job Profile - Neighbourhoods Safety Administrator**

**Job Title:** Neighbourhoods Safety Administrator  
**Job Grade:** Zone 2 Level 2  
**Salary Range:** (£32,228 - £34,565)

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Neighbourhoods Safety team plays a significant role in Camden's ambitions for creating and maintaining safe communities on our estates by supporting the health and wellbeing of residents. The team includes a wide and varied range of responsibilities that include supporting the Council's fire safety programme by keeping communal areas in our residential buildings free from hazards by arranging their removal from site. The purpose of the role is to provide a high quality support to all aspects of this team, by being a central point of contact, monitoring progress, developing new processes and providing a wide range of administrative support.

### **About the role**

- Demonstrate understanding of Estates Management and the role it plays in delivering services to our residents.
- Effectively undertake a range of office administrative processes including scheduling, monitoring, customer service complaints and enquiries, minute taking, record keeping and database management.
- Provide a wide range of administrative support ensuring that monitoring systems are maintained
- To work flexibly, providing administrative support working from multiple settings, when required, to deliver service outcomes.
- To maintain the smooth running of the office in the Neighbourhoods Safety Manager's absence dealing with day-to-day issues, responding to internal and external enquiries and liaising with covering managers.
- Support the service with the fire safety and resident safety operational support needs.

- Undertake accurate data entry using a range of databases and IT systems
- Meet customer needs and deal effectively with customer enquiries via telephone and email
- Provide an excellent level of customer service

**About you**

- Experience and knowledge of using database systems. Working experience and knowledge of MS office packages including Outlook, Word, and Excel.
- Understanding of confidentiality issues within a service framework and with special reference to the safe management of electronic data.
- Experience of working in a fast paced and quality focused environment.
- Experience of providing high service outputs in a customer led environment.

**Work Environment:**

The post holder will:

- Be office based at 5 Pancras Square. There will be occasional visits to other offices or venues.

**People Management Responsibilities:**

None

**Relationships:**

The post holder will be required to liaise with various teams and services across the Councils Supporting Communities Directorate. Key contacts are likely to include:

Resident safety teams, office suppliers, business support teams, service stakeholders and members of the public. Also a requirement to liaise with trainers and trainees and other external agencies.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,