

## Home Safety Manager

### **Reports to: Head of Property**

You will ensure that excellent services are provided to the community through the management of all obligations relating to statutory and local compliance for our tenant's homes. You will also review and develop policies and procedures relating to statutory and local compliance ensuring ongoing monitoring and reporting and provide regular performance updates against each compliance area. You will take the lead on presenting and communicating performance information to all relevant stakeholders.

Through the team that you manage you will ensure that we keep up to date with all relevant good practice and changes in legislation to ensure that we have a first-class compliance service.

### **What we need you to do:**

- Make sure all relevant legislation where Red Kite Community Housing has a statutory duty as a Social Landlord is adhered to, making sure that our responsibilities are effectively discharged
- Provide direction and management for the technical aspects of the compliance service, including survey and inspection, programme management and quality audits.
- Develop and manage a comprehensive compliance programme that ensures all relevant legislation is met, and relevant timescales complied with, whilst making sure that we get value for money
- Manage the Home Safety stem, provide effective support, leadership and direction
- Make sure our tenant and leaseholders inspire and influence the design, delivery and outcome of everything we do
- Help with making sure our vision, mission and values influence every aspect of our business
- Identify and manage plans to meet the training needs of employees and Board members in relation to home safety, including setting and monitoring the training budget in consultation with the Head of People and delivering training internally
- Develop campaigns and information to promote home safety and compliance

### **What you will be responsible for:**

- Developing and managing a compliance programme that makes sure all relevant legislation is met and recording results in a consistent and auditable way to provide reports on performance. Use performance results to detect and prevent non-compliance.
- Monitoring and reviewing third party reports and assessments, such as Fire Risk Assessments and Asbestos Surveys, in consultation with others, to assess and prioritise any recommendations. Making sure actions are put in place to resolve any issues in a timely manner
- Making sure the appointment of a competent CDM-Co-ordinator to ensure programmes/projects comply with the Construction (Design & Management) Regulations 2015 and other construction related health & safety regulations, and that the team are discharging their duties satisfactorily
- Establishing and maintaining robust and accurate dataset of compliance records, files and reports, making sure that appropriate control measures are in place to capture information relating to programmes of work
- Collating and presenting performance information relating to compliance activity, accidents and incidents and damp, mould and condensation, on a regular basis and provide analysis against agreed targets and KPI's.
- Monitoring progress against the delivery of key targets contained in the Red Kite Standard
- Monitoring the quality and delivery of the service across the Directorate to ensure that Red Kite's mission and values are achieved to the standard expected by the Board.
- Developing relationships with managers, partners and stakeholders and providing sound technical advice where required. Making sure our corporate values of Partnership, Pride and Respect are always delivered.
- Making sure the appointment of responsible persons in accordance with relevant legislation and that information relating to the performance of the compliance programme is provided in a timely manner for the effective discharge of duties.
- Developing and then maintaining a team working ethos within the Home Safety stem
- Participating in a rota system (usually one week in every nine) to provide ad-hoc evening and weekend phone support for contractors and customers when emergency situations arise. It may also require occasional on-site attendance of emergency work e.g. major fires, floods etc. acting as our representative on-site.

You may also be required to act as support to other on-call staff where higher level management input is needed or where escalation is required.

- Manage the facilities management of our Head Office
- Manage the lone working corporate requirements
- Work with managers and staff to ensure that risk assessments are prepared and reviewed as required
- Any other duties that are commensurate with the level of this post

#### **Main activity areas:**

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| • Annual Gas Safety/Service Programme                                   | • Asbestos Survey Logbooks   |
| • Legionella and Water Tank Chlorination                                | • Smoke Alarm Maintenance  |
| • Fire Risk Assessments   | • Door entry system maintenance  |
| • Fire Fighting Equipment Maintenance                                   | • Replacement programmes   |
| • Electrical Testing Programme  | • Plant and Equipment Inspection   |
| • Monitor Regular Reviews of Risk Assessments                           | • Monitor, review and update Procedures and Policies                           |
| • Passenger lift Inspection for Insurance Purposes                      | • Update on changes in Building regulations                                    |
| • CDM Regulations compliance  | • Maintain COSHH Records   |
| • HHSRS remedial work   | • Deliver Replacement Programmes of work: heating and electrical wired systems |
| • Monitoring performance on DMC related work in relation to Awaab's Law |  |

#### **Where you have come from:**

- A place where you've worked effectively with tenants and leaseholders in a confident manner
- A role where you've monitored project performance and maintained accurate records and systems
- A building maintenance environment.
- A place where you were dealing with compliance related issues
- A role in which you had to write reports, translate complex issues and analyse data that you then had to communicate
- A place where you have managed and resolved conflict

### **What our teams will see in you:**

- A person who is building effective and productive working relationships with tenants and leaseholders and external contacts.
- A responsive, decisive decision maker that can respond quickly and effectively during emergency situations
- Someone who can develop and translate strategy and policy into operational delivery plans to meet corporate objectives.
- A person who can prioritise, plan and balance short, medium and long-term goals and objectives.
- An inspiring, motivated individual who will develop a team at all levels to build effective internal and external relationships.
- A Member of relevant professional body (i.e. APS, IOSH, CIOB) is preferable.
- Someone that demonstrates knowledge of current relevant legislation and statutory requirements such as CDM, Asbestos Regulations, Health & Safety, Gas Management, Fire Safety etc.
- A person who has strong verbal and written communication skills, with a particular strength for empathy, diplomacy and negotiation
- An individual who is committed to developing, managing and delivering high quality customer-driven services, demonstrating best practice, and achieving value for money
- A person who has experience of formulating and implementing successful policies and strategies
- Someone who is IT literate, proficient in Microsoft Word, Outlook, Excel and PowerPoint
- Be qualified to HNC or equivalent
- You must possess a valid SMSTS (Site Management Safety Training Scheme) certification or equivalent. If you do not, you must be willing to work towards one after a successful probation period.

**As person, you will:**

- Be a car driver and hold a valid driving licence
- Be a confident, independent and effective decision maker and problem solver
- Have a high degree of personal drive
- Be committed to the aims and ambitions of Red Kite and the broader issues of social housing
- Be a team player who is committed to delivering excellent services to the community
- Be committed to developing Red Kite's Reputation