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| **Role Purpose:** |
| To be the lead in Health and Safety providing assurance to the Executive Management Team (EMT) and Board that PA Housing Limited are demonstrating legislative compliance in all areas of Health and Safety. This role will lead and develop H&S Policy, arrangements and all H&S related matters. The Head of H&S is PA Housing’s named person who is responsible for H&S compliance. The post holder is responsible for the development, implementation and continual review and improvement of a H&S management system. Establishing strong working relationships with the leadership team and overseeing the development and delivery of operational H&S plans through business partnering and provision of specialist technical support. To develop and implement PA’s Health & Safety Strategy across the business. |
| **Tier Impact Statement:** |
| A role focused on delivering operational performance aligned to organisational strategy. This role is about driving change and service excellence addressing failures and root cause analysis to strive for constant improvement. As a senior role with technical knowledge and experience there will also be a focus on influencing the strategic direction of the service based on the operational and legislative environment.  |
| **Key Accountabilities:** |
| * To be the nominated competent person for all health & safety matters at PA Housing. To be responsible for all areas of Health & Safety for PA Housing.
* Co-ordinate HS&E activities in line with company policies and procedures
* Represent the Company as safety expert with relevant stakeholders
* Identify and define company annual safety objectives and monitor deliver through each year.
* Drive a safety culture across all levels of the business.
* To ensure regulatory compliance to avoid the issue of enforcement notices or to take the required actions if issued to avoid any subsequent action.
* PA Housing’s lead investigator for accident, incident, ill health and dangerous occurrences in conjunction with managers, colleagues and third parties, reporting to the enforcing authorities under RIDDOR including for environmental incidents.
* Responsible for the review and development of H&S Policy Statement, procedures and guidance across all directorates, making recommendations on their implementation and application and agreeing targets and priorities to meet the organisation’s objectives.
* To ensure compliance with all Health & safety law
* Identify and report safety performance trends, working with relevant internal stakeholders to develop improvement plans.
* Provide advice on legal and regulatory compliance in all areas of H&S and provide regular updates on changes in legislation and case law along with evaluating their impact.
* Work alongside the leadership team to support the development of operational H&S plans for each business area and monitor the outcomes and effectiveness of the plans.
* Provision of technical expertise to support operational teams in delivering their H&S plans and fulfilling their statutory and mandated H&S responsibilities.
* Provide assurance reports on H&S to PA Housing’s Executive Management Team, Audit & Risk Committee and Board.
* Provide specialist and technical H&S advice on appropriate plant, tools, equipment, personal protective equipment and substances. Ensure COSHH registers and safe systems of work are in place and guidance provided is effective for equipment in use.
* Advise and support all managers to ensure H&S risks to staff are documented, managed and reviewed annually, assessing all risks to ensure safe systems of work are suitable and sufficient.
* Liaise with Health & Safety Executive and other regulators when required.
* Advise EMT and board to ensure they are aware of legislative and company requirements and their accountabilities.
* Support HR to ensure that OT Assessment recommendations are addressed in a timely manner considering staff welfare and wellbeing.
* Develop and deliver H&S training courses and guidance to increase awareness and realise a positive H&S culture. Ensure externally sourced H&S training is appropriate and identify/resolve gaps in training needs.
* Manage and maintain Equalities Act 2010 access audits ensuring delivery of the recommendations through to completion.
* Manage expenditure in line with specific budgets.
* Attend new development schemes, site inspections and handover meetings to ensure appropriate service contracts are in place to demonstrate full compliance.
* Contribute to the effective and efficient running of the department, achieving targets and objectives that are set.
* Projecting a positive image of PA Housing by providing an excellent level of customer service to internal and external customers when responding to telephone/email/written enquiries, ensuring all contact is logged on PA’s CRM system as required.
* Seek solutions to problems and remove barriers.
* To critically assess and challenge all services for which the post holder is responsible for to improve performance and ensure it delivers value for money.
* Willing to learn and to continue in personal development by attending training and reviewing practice.  Striving to be an expert in your field.
* Demonstrate our commitment to equality of opportunity as a provider of homes and as an employer.
* Develop and maintain effective and productive working relationships with wide ranging stakeholders such as Local Authorities, Social Services, Police etc and providers of care, support, and voluntary and statutory groups.
* Maintain a sound knowledge and understanding of the business and operational plans and targets and the wider operating context.
* Be a visible leader who inspires the team to provide excellent services across all areas, developing a service excellence offer to our customers based on their feedback and experiences, whilst mitigating business risks and achieving value for money.
* To develop and implement performance analysis and budgetary controls with input from the finance and business insight teams.
* Creates an environment within the relevant services of success, supported by healthy, positive, and professional challenge to deliver constant improvement.
* Ensures openness and honesty is underpinned by support and coaching of the teams.
* Manage and build relationships with stakeholders to promote the service and its activities.
* Challenge existing thinking to identify creative opportunities and avenues for success.
* Ensures all colleagues performance within your remit contributes towards team objectives and the wider performance of the business.
* Enables the creation of service teams that operate efficiently and effectively at all times and constantly seeks to improve.
* Promote a unified culture and purpose across a diverse organisation by role modelling motivating and authentic leadership aligned to PA’s values and behaviours,
* Challenge team members and other colleagues where performance or behaviours fall short of those expected by the business.
* Comply with all organisational policies and procedures and guidelines.
* To ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
* To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters.
* Comply with the Health & Safety Policy, ensuring own and others health and safety.

*This role profile is not intended to be an exhaustive list; its aim is to give a broad representation of what will be expected of the post-holder. Other reasonable duties, tasks and responsibilities may be required of the post-holder from time to time; these will be reasonable and broadly consistent with the responsibilities described above and/or intended to assist PA Housing in meeting its stated objectives.* |
| **Qualifications:** |
| * Educated to Degree level or equivalent or the ability to demonstrate suitable experience working in a strategic position within Health & Safety to meet the requirements of this role.
* NEBOSH Diploma
* Chartered Membership of IOSH (CMIOSH)
* IFE fire training is desirable.
* Affiliate Member of the Institute of Fire Engineers
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| **Knowledge, skills, and experience:** |
| **Knowledge:** * Good knowledge of ACOPs / regulatory compliance covering M&E building services and fire detection, fire risk assessments and managing and supervising maintenance works.
* Good technical knowledge in all areas of maintenance.

**Skills:** * Communicates effectively.
* Customer focused.
* Prioritises and multi-tasks effectively to meet deadlines.
* Ability to build and maintain effective relationships.
* Ability to analyse present complex information simply.
* Influences, negotiates, and relates subtlety and sensitivity.
* Excellent leadership and communication skills.
* Excellent report writing and presentation skills.
* Ensures that colleagues within area of responsibility are well managed and motivated and that both good and poor performance is actively managed.
* Ability to take ownership and empower others.
* Ensures policies and procedures are adhered to.
* Considers Value for Money when approaching and completing a task.

**Experience:** * Substantial experience managing M&E and H&S compliance for an RSL or within the private sector.
* Use of Academy Housing Management system.

**Attitude:*** Team player.
* Puts customers first.
* Passion for service excellence and continuous improvement.
* Displays a ‘can do’ attitude with drive and enthusiasm.
* Behaves in a manner that promotes our mission and core values.
* Always encourages learning, both personally and in other colleagues.
* Ability to represent PA Housing at a variety of levels and act as an ambassador.
* Able to provide a great service whilst considering Value for Money.
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| **Solving Problems** | Situations requiring a significant degree of evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions |
| **Communication & Influencing People** | Interaction with others is critical to the job or role and is concerned with influencing and changing behaviour. It involves inspiration, motivation, the development of others and the creation of the right working climate. Builds and manages effective relationships with all stakeholders. |
| **Adapting Approaches** | Embraces change, listens to feedback and compromises as needed. Adapts approach in line with changing business and regulatory environment to maintain service performance and perception. |
| **Delivering Results** | Drives performance through people. Setting strategic goals and driving achievement. Leading change within the service, ensuring it is resident centric. |
| **Financial responsibility** | Sound understanding of financial and budget management  |
| **People Interaction** | ***Direct:*** CEO, SMT, Exec Director of Asset Management***Indirect:*** Resident, Fire Brigade, HSE, Auditors, Governing bodies. |