

## Role Profile – Family/Tier 4

<b>Job Title:</b>	<b>Reporting to:</b>
Building Safety Manager	Accountable Person
<b>Directorate:</b>	<b>Location:</b>
Asset Management	PA Offices and properties
<b>Risk Assessment</b>	R1: Office Worker

### Role Purpose:

To oversee the safe management of our higher risk buildings.

The Building Safety Manager (BSM) will take responsibility for building safety and for engaging with our residents on matters affecting their general well-being, health, safety and security at our higher risk buildings. This will be both within the resident's home and shared areas.

The BSM will be our nominated responsible person, based at our scheme/s and will be responsible for co-ordinating, implementing and managing all matters relating to the building regarding building safety, maintenance and repairs, as prescribed in the relevant building safety case and associated building safety action plan.

### Role Impact Statement:

A leadership role focused on delivering operational performance aligned to organisational strategy within the service. This role is about driving change and service excellence addressing failures and root cause analysis to strive for constant improvement whilst using specialist knowledge of the service to identify future developments to enhance departmental performance.

### Key Accountabilities:

- To manage buildings within the stated stock portfolio in a manner that ensures a coordinated building safety approach that ensures the safety of residents, staff and other building users.
- To be responsible for co-ordinating, implementing and managing all matters relating to the building regarding building safety, maintenance and repairs, as prescribed in the relevant building safety case and associated building safety action plan.
- To take responsibility for co-ordination and management of all matters relating to building safety for our higher risk buildings (HRBs) 18m or 7 plus storeys high.
- To lead on resident engagement at our HRBs ensuring that safety concerns are recorded, monitored and dealt with appropriately.
- Play a vital role in ensuring effective communication and engagement with residents regarding building safety concerns. Build and maintain strong relationships with residents, demonstrating empathy and understanding while keeping them informed about progress and next steps. Assist in developing and implementing a comprehensive engagement strategy to ensure residents have a voice in the decision-making process regarding building safety.
- To implement a safe system of work to ensure that responsive repairs, planned preventive maintenance work is well managed and recorded at our HRBs.
- To oversee the successful implementation of corrective actions arising from fire risk assessments, surveys, testing and inspection records and audits.
- To ensure that facilities for use by the fire and rescue service are effectively managed and maintained.

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- To carry out the testing and inspection of fire systems in line with our testing regime.
- To accurately record and update our systems to evidence testing and inspection records.
- To ensure that the organisation's statutory duties, obligations and its objectives are achieved in respect of Fire Safety, Fire Risk Assessments, Gas Servicing, Legionella, Electrical systems, Asbestos, lifts and lifting equipment, and any other compliance works and associated mechanical and electrical services within the HRBs.
- Manage the golden thread of information/records within the stock portfolio.
- Attend any contractor / consultant / procurement meetings with colleagues relating to works taking place at buildings within your portfolio.
- Ensure that all relevant aspects of Health and Safety legislation and Building Regulations are adhered to in all circumstances relating to buildings within your portfolio.
- Liaise with other teams in respect of maintenance and asset management programmes as well as supervising all building and maintenance contractors through processes such as Permit to Work (PTW) schemes.
- Conduct and attend resident meetings, to gather feedback, address concerns, and provide updates on the progress of resolving identified issues.
- Coordinate and facilitate resident engagement, with meetings, workshops, and events to foster a sense of community and encourage open dialogue, including evenings where necessary. Maintain accurate records and documentation related to resident engagement activities and case management.
- Stay updated with industry best practices, policies, and regulations related to building safety and resident engagement.
- To effectively manage contractors, carrying out and managing the quality inspection process of works, including pre-start scoping, work in progress quality inspections and post inspection sign-offs.
- To ensure relevant KPI's and Service Standards are met/exceeded.
- 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.
- To be part of and take part in PA Housing's out of hours duty officer rota.
- 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.

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- 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. PA Housing employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and be asked to perform other reasonable duties, tasks and responsibilities 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:

#### What does our ideal candidate look like:

- Knowledge and experience in writing/maintaining building safety cases and reports
- Experience in managing the big 6 in compliance for residential and high-rise buildings
- Experience in implementing a resident engagement strategy, with ability to communicate effectively with residents across the portfolio of properties concerned.
- Experience in implementing a mandatory occurrence reporting system.
- Have a recognised fire safety, Health and Safety, and or construction qualification, such as NEBOSH, or a Fire Safety Management equivalent.
- A recognised building safety qualification or working towards.
- A demonstrated ability to keep abreast of statutory compliance for building and fire safety, with CPD records available.
- An ability to foster excellent working relationships with internal and external teams.

#### Relevant experience and knowledge in fire safety, building safety and management.

- Have a relevant professional membership

Desirable list of qualifications and experience/membership: It is not expected a candidate would have or hold all the above experience or qualifications, the list is an

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example of relevant industry expectations to demonstrate competence in the role either at the current time or demonstrate the ability to gain such as part of their personal development.

Where a candidate may not have the desired qualifications but demonstrates a sufficient level of knowledge, experience, passion for the advertised role, it would be expected they work towards the desired qualifications and are able to demonstrate the ability to do so to meet the requirements of the role.

### Attitude, 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.

#### 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 report writing and presentation skills.
- Effective Project Management (ability to deliver projects on time and to completion)
- Excellent attention to detail and accuracy.
- Ability to take ownership and empower others.
- Ensures policies and procedures are adhered to.
- Full driving licence and use of a vehicle insured for use at work.

#### Experience:

- Relevant experience managing M&E and H&S compliance for an RSL or within the private sector.
- Use of NEC Housing Management system, including CRM.
- Use of Capita Asset management system
- Project Management experience:

#### Attitude:

- Team player.
- Puts customers first.
- Passion for service excellence and continuous improvement.
- Displays a 'can do' attitude with drive and enthusiasm.

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- Behaves in a manner that promotes our mission and core values.
- Always encourages learning, both personally and in other colleagues.
- Ability to work alone make decisions
- 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.

### Core Criteria:

<b>Solving Problems</b>	Situations requiring evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions that are then delivered. Ensuring colleagues are aligned and enabled to act.
<b>Communication &amp; Influencing People</b>	Interaction requires understanding, providing support and/ or influencing. Empathy and assertiveness are necessary, but persuasion and reasoning may be based on technical knowledge/ expertise.
<b>Adapting Approaches</b>	Embraces change listens to feedback and compromises as needed. Role model's behaviours to support organisational change and holds others to account.
<b>Delivering Results</b>	Drives the performance of the team with clear SMART targets aligned to strategy.
<b>Financial responsibility</b>	Understanding and application of financial and budget management.
<b>People Interaction</b>	<p><b>Direct:</b> Building safety Lead, Exec Director of Asset Management, Director of Compliance.</p> <p><b>Indirect:</b> Residents, Fire Service, HSE, Auditors, Governing bodies, Contractors/Consultants, solicitors.</p>