



Building Safety Manager

Salary:	£50,000
Reporting To:	Head of Property
Hours	35 hours, Monday to Friday (core hours are 9am- 5pm)
Role Purpose	<p>Take responsibility for a patch of medium/high rise buildings owned by THCH, leading on the co-ordination and management of all matters relating to structural and fire safety in those buildings and working with others ensure they are safe from a fire and general health and safety compliance perspective</p> <p>To ensure that all buildings under your control are in compliance with all applicable Regulations and the requirements of the Building Safety Case</p> <p>Develop and maintain the 'safety case' for each building within the patch</p> <p>Ensure those working in each building on maintenance have the necessary competency requirements and that any work does not compromise the buildings fire and structural safety</p> <p>Engage with residents in the safe management of their building through implementing a resident engagement strategy in conjunction with the Neighborhoods team</p>
Key Accountabilities	Key Deliverables
Service provision	<ul style="list-style-type: none"> • Undertake regular visual health and safety inspections of each building, recording and implementing any follow up actions • Ensure the maintenance and servicing of fire safety and security equipment to each block within the patch is up to date including dry risers, fire alarms and Automatic Opening Vents.

	<ul style="list-style-type: none"> • In conjunction with the Compliance Manager, monitor the delivery of a programme of Fire Risk Assessments (FRA) to the patch ensuring that FRAs are delivered to time and quality. • As required Contribute to and support any Fire investigations as well as supporting Fire Engineers in the development of a fire strategy for the buildings. • As required provide all required information and support to the Accountable person to ensure that all buildings receive a Building Assurance Certificate. • Lead on the completion of recommendations from the FRAs ensuring that packages of works are developed and are assigned to THCH teams, staff, consultants and contractors for delivery, within clear timescales Monitor the delivery of the recommendations to ensure that they are completed to time. • Work with the Neighbourhoods team on tenancy management actions required to deal with actions identified on FRAs or regular health and safety inspections. • As required lead on the delivery of a programme of fire safety works, ensuring that all works are completed within agreed timescales and to the required quality and all required certification is provided on completion of works. • Undertake property inspections, assessment of repairs and place orders with contractors in respect of fire safety and other compliance and repair matters as required. • Maintain a safe environment ensuring the buildings are secure with proper lighting, signage, and disability access • In conjunction with the Compliance Manager ensure that THCH complies with its compliance obligations in regard to Asbestos, water safety, electrical safety, gas safety and other areas of compliance affecting the buildings within their patch. • Ensure that planned, preventive maintenance is carried out within the managed portfolio to which the role relates • Ensure that the buildings are cleaned to a high standard and the buildings are kept clear of excess rubbish which may cause a fire hazard • Establish systems to ensure those working in each building on maintenance have the necessary competency requirements and
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	<p>that any work does not compromise the buildings fire and structural safety</p> <ul style="list-style-type: none"> • Carry out condition surveys and prepare reports. • Prepare detailed specifications or project briefs, commission consultants and where necessary, obtain quotes or tender repair work if required • Liaise with contractors and consultants, attending site meetings and communicating at all levels. • Carry out pre and post inspections of works ensuring the buildings fire and structural safety has not been compromised and that value for money and quality of work is achieved • Develop, maintain and keep updated the building safety case for each building ensuring that safety is managed throughout the building lifecycle and the conditions of the Building Registration Certificate are complied with where applicable • Keep all health and safety records and certificates for the building updated and accessible for reporting purposes • Review and ensure risks for each building relating to health and safety are managed (including fire, water, gas, electrical, asbestos and lifts) • Ensure all projects/works comply with our statutory and legislative obligations, including planning and building regulations. • To perform any other reasonable tasks that ensure the effective management of premises for which the role is responsible, to the fulfilment of our customer service objectives. • To act as THCH agent in ensuring EWS1 forms are provided where requested by Leaseholders.
Resident and stakeholder engagement	<ul style="list-style-type: none"> • Act as a lead point of contact for residents in each building for health and safety matters • Contribute to the development of information for residents on fire safety and the general health and safety of their building • Engage and communicate regularly with residents in a variety of ways on the health and safety management of their building and residents' obligations in liaison with the Neighbourhoods Team. Ensure that a Residential Engagement Strategy is developed and implemented for the buildings under your control.

	<ul style="list-style-type: none"> • Meet with new residents to discuss the health and safety arrangements of their building • Engage with external stakeholders as required such as local councillors, LFB, LBTH officers
Performance	<ul style="list-style-type: none"> • Monitor KPI's for the buildings and take action to ensure they are 100% compliant. • Provide feedback on the effectiveness of operational policies/procedures • Use performance information to aid continual improvement to services delivered including customer feedback. • Participate in projects relating to continuous improvement initiatives for the service • Provide reports as designated to detail performance, highlighting any issues with performance and putting in place mitigations to resolve issue
Contract Management	<ul style="list-style-type: none"> • Develop positive working relationships with contractors seeking to resolve any issues at informal level. • Effectively manage contractors and consultants delivering repairs and projects ensuring they comply with contractual obligations and take remedial action where performance does not meet their contractual obligations • Attend and participate in formal contract meetings • Ensure all projects are effectively managed including monitoring costs, progress, performance against KPIs, ensuring regular progress meetings are in place. Keep management informed of progress, highlighting areas of concern • Assist in the procurement and tendering of new contracts and in the preparation of briefs and appointment of external consultants and contractors as required • Ensure statutory Section 20 notices are served where needed in liaison with the Neighbourhoods team

Customer service	<ul style="list-style-type: none"> • Take ownership of customer issues to ensure best possible outcome • Deal with enquiries and complaints from customers keeping them always informed on progress • As directed review customer complaint/members enquiries carrying out thorough investigations of issues and developing responses in line with THCH procedures and timescales • Ensure feedback from customers is recorded onto the systems (compliments and complaints) • Commit to putting external and internal customers first, understanding their needs and expectations and achieving results
Budgets and financial control	<ul style="list-style-type: none"> • Check and approve invoices within delegated authorities • Provide up to date and accurate financial information on projects being delivered including the management of cash flow forecasts • Ensure management are informed where projects/works are over or under budget • Promote a culture of value for money and sound financial practice within the role
Risk Management and compliance	<ul style="list-style-type: none"> • Actively assess and manage risk in areas associated with the post and make recommendations for actions to mitigate the risk and regularly monitor and review accordingly • Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH • Ensure that all works and projects are delivered ensuring full compliance with Health and Safety legislation including all works and projects comply with the CDM Regulations
General	<ul style="list-style-type: none"> • Follow and actively promote THCH's diversity and inclusion policy • Provide all services in accordance with THCH's vision, values and objectives

	<ul style="list-style-type: none"> • Undertake any other duties as may be required from time to time • Attend residents' meetings / events when requested (may be out of hours)
Other	<ul style="list-style-type: none"> • As a member of the property services team take part in office duty surveyor rota and the out of hours emergency repairs rota (for which an allowance is paid)

Role related knowledge, skills and experience on recruitment

- Degree/HNC in building construction/surveying related field or equivalent skills with proven working experience in the field
- In depth experience and understanding of fire safety compliance in residential premises and willingness to learn about other areas of landlord compliance (e.g. asbestos, gas etc.)
- Clear knowledge of the regulatory framework relating to health and safety legislation and best practice, around fire safety in buildings
- Experience of working in a customer focused environment with a strong commitment to customer service
- Excellent level of knowledge of building construction, standards, and legislation
- Experienced in undertaking repair inspections and diagnosis skills.
- Experience of managing contractors and consultants, delivering building works at project level including H&S, quality, value and progress with excellent organisational skills
- Proven knowledge and experience of procurement and tendering of contracts and building projects
- Good knowledge and working experience of working with building contracts such as JCT
- Knowledge of leasehold consultation legislation
- Ability to produce, analyse and interpret complex information and present it in a meaningful and understandable way illustrating awareness of the audience
- Good oral and written communication skills with ability to confidently and sensitively engage with residents on building safety and build relationships with other stakeholders
- Good IT skills and knowledge of Microsoft Office, housing and property management systems
- Ability to plan, organise and prioritise a busy workload, and keep excellent records

- Enthusiasm for identifying and embracing new ways of working, good practice and continuous personal development
- Commitment to THCH core values
- Willingness to access confined spaces or work at height when required
- Able to travel efficiently across the THCH stock and attend evening meetings

Desirable:

- Health and safety qualifications, such as NEBOSH General Certificate
- NEBOSH Construction Certificate
- NEBOSH Fire Certificate

Core Values		
O	Open	<ul style="list-style-type: none"> • being transparent, sharing information in a clear and honest way
P	Partnership	<ul style="list-style-type: none"> • recognising the importance and added value that comes from working together
I	Integrity	<ul style="list-style-type: none"> • being fair, honest and respectful to others
I	Inclusive	<ul style="list-style-type: none"> • recognising, valuing and celebrating the differences between people
E	Empathy	<ul style="list-style-type: none"> • identifying with a customer's feelings and having respect for alternate points of view

Core Competencies	You are considered effective when you:
Delivering excellent services <ul style="list-style-type: none"> - You focus on getting it right first time, actively looking for better ways to deliver a quality service 	<ul style="list-style-type: none"> • Engage customers to determine the options and solutions that best meet their needs • Work to understand the diverse needs and expectations of customers • Ensure quality standards are set and monitor progress to ensure high quality services are delivered

	<ul style="list-style-type: none"> • Monitor and evaluate satisfaction levels and service performance and seek to improve services • Anticipate potential problems and initiate ways to overcome them • Proactively look at the services delivered and suggest ways in which it can be improved • Welcome and actively use new technology to deliver the service • Take ownership of issues and problems
Communicating effectively <ul style="list-style-type: none"> - You adapt your style of communication with different people and in different situations to ensure mutual understanding 	<ul style="list-style-type: none"> • Communicate clearly and directly in a way that meets the needs of the recipient • Check understanding and re-present or information to correct any misunderstandings or mistakes • Ask the right questions in the right way to clarify meaning • Understand and work to reduce barriers to effective communication • Listen actively to others, understand and respond to key messages • Demonstrate openness in sharing information and keeping people informed
Working effectively <ul style="list-style-type: none"> - Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money 	<ul style="list-style-type: none"> • Manage own work to deliver on time and considers the impact on others when prioritising tasks • Ensure systems are in place to manage workload efficiently and effectively • Meet THCH agreed performance standards, thinking ahead and identifying any problems in doing so • Take ownership to complete assigned tasks/projects independently and with guidance when required • Understand and work to achieve the aims of the team/department and monitor progress regularly • Use initiative in suggesting ideas for improving service quality and value for money • Freely share knowledge and information with others across the organisation

	<ul style="list-style-type: none"> • Manage own development and performance and provides information and support to assist the development of others
Working with others <ul style="list-style-type: none"> - You understand your impact on, and how to work with, others. You share ideas and experience to achieve objectives 	<ul style="list-style-type: none"> • Proactive in building rapport with colleagues and external customers and stakeholders, respecting other people's values, views and opinions • Cooperate and work effectively as part of a team • Share and implement good work practice across team and departmental boundaries • Understand how your job contributes to the team, service and organisation objectives and can describe this to others • Work to effectively resolve differences with colleagues • Support others by sharing information, knowledge and experience and promote organisational learning

Updated:

19th October 2020