



Trainee Neighbourhood Safety Officer

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| Salary: | £19.890 |
| Responsible to: | Neighbourhoods Operations Manager |
| Responsible For: | N/A |
| Role Purpose: | <p>This is a varied position; the main purpose is to provide support to the Neighbourhood Safety Officer and Neighbourhood Team with Health & Safety management actions and advice to customers to ensure fire safety and other health and safety issues is complied with in THCH homes and the communal areas.</p> <p>To support the work of the Neighbourhood Team by carrying out scheme health and safety inspections and ensure resident compliance with fire safety and other health safety obligations.</p> <p>To support with enforcement action for breaches of lease/tenancy conditions in this regard</p> |

| Key Accountabilities | Key Deliverables |
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| Customer service | <p>To provide an excellent customer service, liaising effectively with customers and other services on fire safety compliance matters and other health and safety issues such as removal of door grills.</p> <p>To undertake a programme of visual fire safety inspections and other estate inspections across THCH schemes focussing on safety under the supervision of the Neighbourhood Operations Manager/Neighbourhood Safety Officer</p> <p>To instigate enforcement action for breaches of lease/tenancy conditions in this regard</p> <p>Identify and monitor resident compliance with fire safety obligations</p> <p>Take action where breaches of tenancy/lease conditions arise relating to resident obligations for fire safety</p> <p>To deal with any customer enquiries. To take messages where necessary and pass them on to the relevant person.</p> |

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| | <p>To welcome people coming into the office and deal with any enquiries they may have.</p> <p>To make/take calls and emails from customers and where possible deal with the enquiry.</p> <p>Attend meetings with customers as required.</p> |
| Administration | <p>Maintain monitoring systems for fire safety programmes such as removal of door grills.</p> <p>To use the House Mark App (Photobook) for completing visual fire inspections and other inspections</p> <p>Report repairs to the Property Services and Customer Services/Support teams checking for completion</p> <p>Complete and produce legal notices such as TORT to be used by Neighbourhood team.</p> <p>Schedule appointments for inspections and fire safety repairs.</p> <p>Ensure information is produced and distributed as necessary.</p> |
| Reporting | <p>To assist in the collation of reports and statistical information where required</p> |
| General | <p>Ensure all records relevant to the role, whether computerised or manual, are accurate and up to date</p> <p>Follow and actively promote THCH's diversity and inclusion policy</p> <p>To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues</p> <p>To assist in the development of continuous improvement in services by partaking in training sessions, workshops, focus groups and other projects as required</p> <p>Provide all services in accordance with THCH's mission statement, aims and objectives</p> <p>No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.</p> |

Role related knowledge, skills and experience on recruitment

- GSCE minimum C grade in Math's and English or equivalent
- Basic IT skills and willing to learn other IT packages and use new technology
- Able to work in a team
- Willingness to learn and use initiative to promote positive change
- Flexible approach
- Able to work outside and walk upstairs (where there is no lift) and travel across Tower Hamlets to reach our properties to carry out inspections
- Empathetic and good communicator.
- Ability to work effectively with a wide range of internal and external customers
- Ability to meet deadlines and targets
- Willing to embrace THCH core values

| Core Competencies | You are considered effective when you: |
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| Delivering excellent services 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• 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 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 Plans and organises work to meet individual, team and departmental | <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 |

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| objectives whilst achieving quality and value for money | <ul style="list-style-type: none"> • 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 • Manage own development and performance and provides information and support to assist the development of others |
| Working with others 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 |

| Core Values | | |
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| 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 |

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| Updated: |
| October 2020 |