

Job description and person specification

Job Title:	Health Safety and Compliance Advisor
Level:	Team member
Salary:	£34,151
Team:	Health Safety and Compliance
Reporting line:	Senior Compliance Manager
Financial scope:	Budget responsibility of £150k
DBS check required:	No

What is the purpose of my job?

As a Health Safety and Compliance Advisor, I will be committed to the delivery of a professional and effective property management service, collaboratively working with colleagues across the organisation, and contributing to the successful delivery of the corporate plan. I will work to ensure that organisational risk from specific hazards are minimised and managed to best practice and in line with legislation. I will proactively contribute to the residents and the wider community with a focused commitment to a One Phoenix approach, focussed on providing excellent homes and services to residents, and always positively promote the organisation, its aspirations and values.

In my job I will:

Be part of the Health Safety and Compliance Team and support the team in delivering engagement plans that build trust, reduce no access rates and deliver compliance so residents both feel and be safe in their homes.

Lead on the delivery of Mechanical compliance and support on electrical compliance in the delivery of risk assessments and management of any resulting remedial actions. Updating Health and Safety documentation and holding regular meetings.

Lead on non-compliant addresses requiring legal intervention, ensuring access arrangements and processes are implemented, followed up with all stakeholders and systems are updated.

Lead on data accuracy for compliance and integration of new properties, using various systems and processes to update records in line with building safety data requirements.

Manage contractors to ensure we comply with the Health and Safety at Work etc Act 1974, Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER), Fire Safety (England) Regulations 2022, Building Safety Act 2022, Smoke and Carbon Monoxide Alarm Regulations 2022.

Support the directorate in the management of Damp and Mould cases as required.

Collate and update due diligence information of all the contractors for my team.

Apply risk management principles to projects and programmes, proactively and reactively monitoring all risk areas, implementing service improvement plans, delivering inductions and toolbox talks.

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Assist in contractor procurement for all compliance areas as required including quality analysis, interviews, contractual arrangements and mobilisation.

Monitor Voids and Mutual Exchanges from start to completion, ensuring data for electrical and Fire/Life safety equipment are updated on systems as appropriate.

Gather and coordinate information and evidence as regularly required by the organisation, including Value for money, Key performance indicators, Executive team reports and internal/external audits.

Ensure concise and structured arrangements for access to blocks are up to date and well managed so that no communal areas are non compliant.

Monitor and assist in the review and development of policies, procedures and operational plans for health safety and compliance in a clear and easy to understand format that allows Phoenix to demonstrate legal, regulator and best practice requirements.

Role model professional behaviours, influence and develop working relationships with colleagues to identify and implement service improvements.

Take ownership and personal responsibility to deliver on key performance indicators ensuring positive outcomes, and adopting a collaborative approach within my team and across the organisation.

Commit to appropriate training and ongoing development such as required for my role.

Be familiar with and act at all times in compliance with Phoenix's values, policies, and procedures.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

At all times behave professionally and in accordance with the Phoenix Code of Conduct.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>To have a focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach to excellent customer service, care delivery and a commitment to quality.</p> <p>Understanding of risk management.</p> <p>Experience of landlords hazards and compliance such as building safety, fire safety, gas, electrical, asbestos and water hygiene.</p> <p>Experienced in updating databases including customer relationship management systems.</p> <p>Able to analyse large volumes of complex and critical data and communicate findings to stakeholders.</p>	<p>Experience and knowledge of working in the social housing sector.</p> <p>An understanding of matters relating to social housing.</p> <p>Experience of following processes and procedures</p>
Education and Qualifications	<p>A good standard of education and relevant qualifications.</p> <p>NEBOSH level 3 or work towards</p> <p>IOSH membership</p>	
Skills	<p>A working knowledge of Microsoft Office products eg Word, Excel and Outlook.</p> <p>Organised and logical approach to work.</p> <p>Excellent attention to detail and accuracy.</p> <p>Clear communicator</p>	<p>Previous customer relationship management systems experience.</p> <p>Knowledge of Plentific, Asprey or similar systems</p> <p>Adaptable and keen learner.</p>
Equality and Diversity	<p>Demonstrate commitment to equality of opportunity in employment and service provision.</p>	

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Phoenix Strengths	Demonstrate commitment to the Phoenix Values: <ol style="list-style-type: none">1. Community2. Customer3. Consideration4. Collaboration
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*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.