

Resident Safety Engagement Officer

> Homes > Building Safety > Regulation

What's it all about

The Resident Safety Engagement Officer is there to support NHG to know we have identified all residents living in our higher and medium risk buildings with service adjustments (vulnerabilities) that might need a plan to evacuate a building.

It's about making active efforts to speak with residents in a variety of way, and in ways that suit them. The goal is to ensure that they understand the safety of their building and if they need extra support to evacuate, to arrange for the Resident Safety Support Officer to make a plan with them.

This is an active role – you'll be door knocking, attending community events, attending resident meetings, and using any other means of communication to find the best way to engage with residents in the buildings in scope – predominantly high rise and medium rise residential buildings.

You'll need to make sure that communication is accessible, considering a variety of communication requirements.

You'll need to make sure sensitive data about our residents is protected.

Your work will see you collaborate with colleagues across NHG, to make sure that we've making the most of your visits to residents with any other key messages that we might need to deliver. You'll also work with external agencies too, like the fire and rescue service's community support teams.

How you'll make a difference

This role makes a big difference to our most vulnerable customers. It provides a variety of ways for customers to identify themselves as needing additional assistance, through accessible means. This is a key part of keeping residents safe in their homes.

How you'll do it

- Create and deliver a campaign of multi-touch point engagement activities, to maximise identification of residents with service adjustments in high and medium rise buildings.

- Conduct visits to buildings in scope of residential PEEPs regulations, with an aim to contact every resident within an in-scope building. Over time considering going beyond this scope where feasible.
- Create, promote and deliver resident safety engagement opportunities through existing or new events in collaboration with other teams in NHG.
- Provide opportunities for two-way engagement in the resident's preferred and accessible method.
- Collaborate with other teams in NHG to ensure that own work is co-ordinated and informed about other safety messaging being delivered – identifying opportunities for efficiencies in safety engagement efforts across Homes.
- Working with colleagues managing external managing agents (EMA), consider and deliver appropriate safety engagement with NHG residents within those buildings, in line with EMA operations.
- You'll manage your workload digitally through our CRM software, ensuring there are records of communications and visits to customers.
- You'll communicate with residents through their preferred method, and visit them in their homes.
- You'll carefully manage the sensitive data you collect in line with GDPR, and seeking the consent of residents.
- Support the Resident Safety Support Manager and other managers within the Homes directorate as required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our

expectations in more detail. Please [refer to the framework](#).

This role is a staff level position and has no people managing responsibilities.

Essential knowledge, experience and skills including qualifications and professional membership

Essential:

- Experience of talking to residents with a range of needs (ED&I awareness and experience)
- Experience of engaging with residents within occupied residential buildings
- Experience of planning effective communications campaigns, including door knocking, letters, and meetings
- Fire safety and/or general health and safety knowledge
- Solutions focused approach to problem solving
- Ability to travel around London by car or public transport, plus some travel to properties in the Home Counties as required.
- Experience of record keeping (digital)
- Awareness of data protection
- Awareness of safeguarding

Desirable

- Multiple languages
- Basic knowledge of British Sign Language