

Fire Risk Operations Manager

Assets & Sustainability

Overview	
Role Purpose	Lead the delivery of fire risk management across NHG to meet statutory, regulatory and corporate standards for the benefit, health and safety of our residents.
Responsible for	Contract management of suppliers delivering the FRA programme and carrying out FRA actions. FRA compliance in terms of programme and timely completion of actions. Leading the Fire Risk team.
Reports to	Head of M&E, Fire and Asbestos
Line management	The Fire Risk team which includes both office and field-based staff.
Tier	Tier 5
Expectation Level	Operations Manager
Role relationships	
Internal	<ul style="list-style-type: none"> Regional Managers and their teams whose residents receive Fire Risk related services. Finance team for payment services. Data team to maintain accurate asset records. IT team to benefit from links between contractors and NHG. Development and Regeneration colleagues to provide Fire Risk advice on new developments.
External	<ul style="list-style-type: none"> Consultants delivering the FRA programme on behalf of NHG. Consultants providing supplementary advice and guidance on the management of fire risk. Contractors addressing FRA actions. Fire & Rescue Service for inspections and site visits.

Manager / leadership	
Functions	Compliance
Staff reports	Total: 11 Direct: 3 Indirect: 8
Budget size	c.£6m per annum
Specific designated, regulatory compliance requirements	Maintain compliance with the FRA programme in line with regulations and corporate policy. Ensure fire risk activities (such as door inspections) are carried out and recorded in line with regulations.

Other key data (i.e. size of operation, units managed, size of programme etc)	c.5,900 active Fire Risk Assessments.
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Role accountabilities

- Lead the team to ensure the reliable delivery of Fire Risk services for the benefit of residents, including both contract management and surveyor services.
- Be our internal expert for Fire Risk services to ensure compliance with statutory, regulatory and corporate requirements.
- To professionally represent NHG with Regulatory bodies and industry safety teams for fire risk.
- Be the Responsible Person for the effective management of Fire Risk in our buildings.
- Ensure our contractors have the appropriate third-party accreditation for their service specialism and that consultants are performing effective quality control.
- Ensure new buildings are subject to an FRA as part of the acceptance into portfolio process.
- Lead the procurement and commercial evaluation of contracts relating to Fire Risk services, including meaningful resident involvement where appropriate.
- Ensure FRA remedial works delivered by contractors meet the standards detailed in the contract and specification.
- Be accountable for the compliance and remedial works performance for Fire Risk services.
- Establish, maintain and regularly review policy, procedures and processes to deliver cost effective Fire Risk services and address key areas of risk.
- Lead on implementation of new processes regarding any new legislation in respect of our landlord obligations.
- Be the senior point of contact for escalated enquiries and complaints related to Fire Risk services.
- Support and develop your team to enable them to become high performing and creative.
- Deputise for the Head of M&E, Fire & Asbestos when requested.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)	
Essential	Desirable
<ul style="list-style-type: none"> • Substantial experience of contractor, stakeholder and resident relationship management • Substantial experience of contract management 	<ul style="list-style-type: none"> • Experience of managing public sector procurement process

<ul style="list-style-type: none"> Demonstrable experience of performance management to improve service delivery and increase customer satisfaction. 	
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> Comprehensive knowledge of fire risk and the applicable statutory and regulatory requirements relating to these risks. 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> Leadership Commercial awareness Performance management Change management Relationship management Effective IT skills including intermediate MS Office skills 	
Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> GCSE (or equivalent) Grade A-C in English and Maths. 	<ul style="list-style-type: none"> Professional member of a body relevant to Fire Risk management A degree or relevant qualification in a relevant discipline. A recognised contract management qualification.

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an **Operations Manager** expectation level and therefore you should refer to the **Operations Manager** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.