

Resident Safety Support Manager

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What's it all about

The Resident Safety Support Manager is there to ensure that all residents living in our higher and medium risk buildings with service adjustments (vulnerabilities) have a plan in place to evacuate a building.

It's about taking time to understand the resident's needs in the event of an emergency in their building and together making a plan to keep them safe.

As well as recording that plan and monitoring it regularly, you'll co-ordinate the provision of any equipment or works needed to make those plans work.

And at every stage, you'll need to make sure this sensitive data about our residents is protected.

As well as delivering your own caseload in more complex buildings, you'll also lead a team conducting their own caseload – supporting them with your knowledge, reviewing the quality of their work, and reporting your team's performance.

How you'll make a difference

This role makes a big difference to our most vulnerable customers. It works in collaboration with them to make a plan for them to follow in the event of an emergency. This is a key part of keeping residents safe in their homes.

How you'll do it

- Analysing our service adjustment (vulnerability) data, you'll determine residents in scope of the Residential PEEPs regulations and ensure that NHG has contacted and assessed every relevant resident, with ongoing annual reviews.
- You'll ensure that NHG's data on buildings in scope of Residential PEEPs regulations is accurate at all times, through data quality tools.
- You'll manage the workload of yourself and your team digitally through our CRM software, being responsible for multiple cases and tasks
- You'll ensure that your team communicate with residents through their preferred method, and visit them in their homes

- You'll carry out the Person Centred Fire Risk Assessment (PCFRA) for every resident who needs one. Your own focus will be on high rise buildings, with your team focusing on medium rise buildings – with your support.
- You'll complete the documents required under the Residential PEEPs regulation, including the Emergency Evacuation Statement and Building Evacuation Plan – storing them electronically and reviewing them every 12 months.
- At every stage of the process, you'll carefully manage the sensitive data you collect in line with GDPR, and seeking the consent of residents.
- You'll be responsible for ensuring that your team share information with Fire and Rescue Services
- Work with teams in NHG to order/install equipment required to support the evacuation plan, and seek advice where you need to from in house or external experts
- You'll compile performance data monthly or as required.
- You'll implementing new PEEPs processes, working with your team and teams across NHG to keep them under review.
- You'll provide advice to other teams across NHG about supporting residents to be safe in their homes, with a focus on fire safety and within the scope of your competence to do so. This will include influencing the processes of other teams
- You'll keep your learning and development up to date with regular CPD, and enabling your team to do the same.
- You'll support the Homes team with other projects related to resident safety 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
- Inclusive
- Progressive
- Empowered

- Dependable

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 manager level position and has 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 in conducting PCFRAs
- Fire safety risk knowledge and experience in high and medium rise residential buildings – minimum ABBE Level 4 in Fire Risk Assessment (or equivalent)
- Member of IFSM or equivalent fire safety body
- Solutions focused approach to problem solving
- Awareness of equipment and works options available to assist evacuation in residential buildings
- Experience in auditing PCFRAs and related documents
- Experience in leading a team working largely remotely/on site, ensuring performance targets are met and work quality standards are met
- Experience of managing budgets, including preparing budgets and forecasting
- Experience of record keeping (digital)
- Experience in preparing performance reports
- Awareness and experience of practicing data protection

- Awareness of safeguarding
- A clear understanding of written English including, producing reports and simplifying technical concepts

Desirable

- Aids and adaptations experience
- Management/leadership qualification or up to date accredited CPD