Resident Safety Support Officer

Notting Hill Genesis

Working better together for our residents

> Homes > Building Safety > Regulation

What's it all about

The Resident Safety Support Officer 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 even 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.

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
- You'll manage your workload digitally through our CRM software, being responsible for multiple cases and tasks
- You'll 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
- 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 sharing info 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
- Support the Resident Safety Support Manager in compiling performance data and implementing new processes.

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 in conducting PCFRAs
- Fire safety risk knowledge and experience in medium height/risk residential buildings – minimum ABBE Level 2 in Fire Risk Assessment (or equivalent)

- Solutions focused approach to problem solving
- Awareness of equipment and works options available to assist evacuation in residential buildings
- Experience of record keeping (digital)
- Awareness of data protection
- Awareness of safeguarding

Desirable

- Aids and adaptations experience
- ABBE Level 3 in Fire Risk Assessment or willingness to work towards
- A clear understanding of written English including, producing reports and simplifying technical concepts