

**London Borough of Havering  
Job Profile**

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| <b>Job Title:</b><br><br>Resident Safety Officer   | <b>Directorate:</b><br><br>Housing Services   |
| <b>Service/Section:</b><br><br>Housing Operations & Estate Services<br>/ Resident Services | <b>Post Number(s):</b><br>10020308, 10020309, 10020310, 10020311,<br>10021158, 10021153<br><br><b>Job Evaluation Number: 2772</b> |
| <b>Grade:</b><br><br>G5  | <b>Date last updated:</b> 25/05/2023<br><br><b>Date of last Evaluation:</b> 13/4/2021   |

**Main Purpose of the Job / Key Objectives:**

To provide a high quality housing management compliance service which deals with fire risk assessments, clutter, unauthorised items left in communal areas and storage areas (including utility and other in-take cupboards), within Havering Council's social housing stock. To be an advocate and champion for the borough.

Support people to sustain their homes and quality of life.

Provide advice and support on a wide range of issues including, hoarding, storage areas within the stock, garages and mobility scooters storage.

To act as the principle point of contact for the service so that the environment and condition that residents experience on estates is high quality and well maintained.

Develop strong links with other council departments to provide solutions such as; access, eliminating fire risks, dealing with hoarding, and supporting vulnerability residents to enable the Council to maintain properties in good order and to protect residents. Where relevant take action in line with the tenancy terms, leases or other legal remedies.

To respond as directed to Members Enquires, service requests, demands, and complaints.

To work as required or directed with the Police, London Fire Brigade, other statutory partners, council services, external partners and other enforcement agencies to prevent, tackle, or resolve, anti-social behaviour, nuisance, environmental issues.

To enforce other similar breaches as deemed necessary.

**Job Context:**

1. This is a full-time post
2. The post holder reports to a Senior Housing Officer.
3. The post holder will instruct and direct local services affecting housing management compliance.

4. The post holder will work with colleagues across the council to ensure that unauthorised items are removed from all communal areas, in line with the council's zero tolerance policy.
5. The post holder will work with the Property Services Team and the Compliance Team, to ensure all actions from Fire Risk Assessments and or Notices of Deficiency are addressed effectively.
6. The post holder will attend the fire risk management and other meetings, as required by the Senior Housing Officer.
7. The post holder will:
  - Ensure all Fire Risk Assessment actions are completed
  - Undertake daily block inspections
  - Educate residents on the dangers of leaving items in communal areas
  - Support residents to find alternative ways to safely store items
  - Work with vulnerable residents, who are experiencing difficulties to remove items
  - Identify those that are hoarding and in need additional support, including helping residents clear items from their property
  - Refer any tenancy breaches to the Resident Services Team
  - Support colleagues in the Property Compliance Team, to gain access to areas and liaise with residents
  - Clear items and ensure correct storage
  - Return agreed items to residents
  - Work with Public Realm, Estates and other Council teams to keep our estates safe.
8. The post holder will work to identify any resident who is vulnerable and requiring additional support and refer to the relevant agency.
9. The post holder has responsibility for raising maintenance orders as required.
10. The post holder will work set hours currently – 09:00 to 17:12 (with 1 hour lunch break).
11. The post holder will work to ensure correct signage is in place for all appropriate areas.
12. The post holder will hold a full driving license.
13. The post holder will be responsible for cleaning and fuelling the works vehicle.

## **Experience**

Working in social housing, care or similar public sector role

Experience of dealing with complex casework face to face and in writing

Experience of developing relationships with wide range of local stakeholders and partners

Experience of providing good tenancy, housing and leasehold advice, and compliance is desirable.

Experience of managing health and safety issues within housing stock

Experience of Fire Safety and Housing Compliance.

## **Working conditions/circumstances**

Required to work outside in all weather conditions when necessary.

To undertake training in the use of vehicles, equipment and all new devices and comply with all procedures for their use.

Handle sensitive data and ensure confidentiality at all times.

To comply with all Health & Safety procedures.

Be willing to work set hours currently 09:00 - 17:12 (1 hour lunch break).

To carry out appropriate duties, as directed, at any office location, to ensure that service delivery within the Service is maintained.

## Key Accountabilities and Result Areas:

| Key Result Area  | Expected End Result   |
|--|---|
| Provide a holistic housing management service to residents within the borough. Ensure residents and staff are aware of best way to manage and maintain the borough.  | Well managed and maintained stock. Induct and inform colleagues on stock and estates on layout, content and make up of residents and properties under local area. Display outcomes for satisfaction and inspections regularly, identify improvements and review impact. Maintains strong awareness of local issues, likely concerns and plans for estates and local areas so that customers can be advised and be well informed.  |
| Communicate with customers through high standards of responsiveness, courtesy and professionalism.   | Clearly communicates, informs, displays and applies consistency in terms, conditions and regulations in respectful and open way.  |
| Responsible for Operational Service Delivery.  | Plan and organise own workload, prioritising across a range of tasks and schedules, including the need to meet specific targets.<br>Effectively report problems, repairs and incidents, including evidence of anti-social behaviour, to appropriate person or organisations.<br>Demonstrate a commitment to customer care.<br>Physically able to lift/move bulky items and work in all weather conditions.  |
| Values and respects residents, their advocates and representatives in making choices, explains and informs residents of policies relevant to their issues, concerns or behaviours.   | Support, and empower residents to independently assess and manage their own housing situation, legal position and make informed choices on future options and solutions.  |
| Maintain effective planned schedule of visits and inspections to quantify, evaluate and deliver the right resources to address support and enforcement requirements across the borough. Acts as lead case officer to deliver best outcome whether through support or through court action. | Has developed a clear pattern of annual visits, and garden inspections, using a combination of scheduled and unannounced visits. Identifies where potential /clutter / fire risk, and misuse of properties. Enforcement activity is relevant, proportionate and followed up quickly and effectively to minimise disruption to others. Plans and promotes local meetings, surveys and engagement to gather feedback from residents. Uses relevant services, and advice to ensure legally sound decision making and reasonable judgements are used. |
| Develop partnerships with relevant agencies and services which address the needs of residents. Act as lead for clutter / FRAs.   | Engages with appropriate internal and external agencies to steer and agree outcomes. Work and build strong partnership links with other agencies to include determining risk and hoarding. Develops a profile of clutter and FRA issues within the borough.   |

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| Performs to high standards of customer care, makes clear decisions with regard tenancy and leasehold management, acts professionally and uses appropriate judgement on how best to manage complex issues. | Complies with service standards, reviews data responds to partners and develops trust with customers, local councillors and advocates. Scrutinises own data, activities and outcomes and displays this to management team and relevant partners. Escalates and prioritises high risks.   |
| Actively contributes towards innovation and change to ensure team cohesion and service development is part of their own personal ambition.  | Identifies and suggests any improvements to current ways of working within Housing Management Service in order to deliver a more efficient and effective service for customers. Shares ideas, information and consults with other services to deliver the best outcome and best ways to improve customer's experience of services and the Council. Feedback from service areas, partners and colleagues is positive. Provides flexibility in way of working to support colleagues and adapts to changes. |
| Maintain knowledge of legislation and policy relevant to the role.  | Apply appropriate legislative tools proportionately, fairly and consistently.  |
| Use all supplied equipment and systems as required or detailed in operating procedures or instructions.   | Adhere strictly to Standard Operating Procedures in respect of corporately supplied equipment and systems.   |
| Working individually and in a team to actively support and promote the Cleaner, Safer, Prouder (Together).  | Undertaking targeted work to tackle hotspots for clutter through problem solving approaches.   |

### **Additional Requirements:**

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. You will meet these expectations.
- You comply with Health & Safety Regulations associated with your employment.
- You are aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- You will treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- You will demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- You will deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.

## Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace.

| Competency                                  | Level | Criteria to be Evidenced (Description)  |
|---|-------|---|
| Communicating openly and effectively        | B     | <ul style="list-style-type: none"> <li>• Considers in advance the different needs of others and adapts style accordingly, using appropriate language and methods of communication</li> <li>• Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others</li> <li>• Summarises information to check understanding</li> <li>• Expresses thoughts and ideas clearly and consistently and objectively discusses options</li> <li>• Approachable and responsive to people's needs</li> <li>• Knows what to communicate and where to report if they are concerned about an adult or child being at risk of abuse</li> <li>• Has knowledge of policy, procedures and legislation that support safeguarding children and adults activity (*Adult and Children's Services)</li> </ul> |
| Delivering excellent customer service       | B     | <ul style="list-style-type: none"> <li>• Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs</li> <li>• Analyses and understands delivery and range of services, providing solutions to individual customer needs</li> <li>• Develops and maintains constructive relationships with customers</li> <li>• Takes pride in delivering high quality services and seeks to expand own skills</li> <li>• Constantly questions "how will this benefit the customer?"</li> <li>• Seeks customer feedback to identify ways to improve customer experience</li> <li>• Shows clear understanding of their role in identifying and reporting concerns regarding adult or child abuse</li> <li>• Is aware of and challenges, if necessary, poor practice in safeguarding adults and children (*Adult and Children's Services)</li> </ul>             |
| Managing Personal and Organisational Change | B     | <ul style="list-style-type: none"> <li>• Is open to new ideas and takes account of other people's points of view and ideas.</li> </ul> <p>Contributes positively to the change process and sees change as an opportunity to improve performance and customer service</p>  |

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|                               |   | <ul style="list-style-type: none"> <li>• Recognises the impact of change on others and supports them through it</li> </ul> <p>Uses an awareness of the bigger picture along with common sense to interpret and implement policy</p> <ul style="list-style-type: none"> <li>• Identifies opportunities for change</li> <li>• Learns from experience and others and uses opportunities to acquire new skills and improve knowledge.</li> </ul>   |
| Achieving Results and Success | B | <ul style="list-style-type: none"> <li>• Assumes personal responsibility for achieving outcomes and making appropriate decisions</li> <li>• Is considerate of others and their contributions</li> <li>• Monitors and evaluates own performance against targets</li> <li>• Develops new ways of working to achieve results</li> <li>• Demonstrates high personal standards as an example to others and delivers what they agree</li> <li>• Is consistently positive and remains focused and flexible when faced with competing demands and priorities</li> <li>• Allocates time and resources to reflect priorities</li> <li>• Seeks information to aid decision making</li> </ul>  |
| Planning and Implementing     | B | <ul style="list-style-type: none"> <li>• Plans and prioritises workload to ensure deadlines are met through busy periods</li> <li>• Monitors and adjusts plans as necessary</li> <li>• Communicates the plans to appropriate staff/stakeholders</li> <li>• Makes effective use of time</li> <li>• Balances short term requests with long term priorities</li> <li>• Shows determination and commitment</li> </ul>  |
|                               | B | <ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make</li> <li>• Demonstrates integrity at all times</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others</li> <li>• Acts as a role model, sets a personal example of good equality practice at all times</li> <li>• Challenges inappropriate and discriminatory behaviour</li> <li>• Understands different learning and personality styles and preferences</li> <li>• Respects confidentiality wherever appropriate</li> <li>• Acts upon concerns about discrimination or inequality of opportunity</li> <li>• Applies consistent standards of service and response</li> </ul> |

## London Borough of Havering Person Profile

**Job Title:**

| Requirements   | Essential (E)<br>Desirable (D) | * Method of<br>assessment |
|--|--------------------------------|---------------------------|
| <b>1. Qualifications:</b><br><br>Hold an appropriate qualification in a relevant field:<br>NVQ, Diploma, relevant degree or relevant experience.<br><br>A good standard of education with English & Maths<br>GCSE grade A-C or equivalent.   | D<br><br>D                     | A<br><br>A                |
| <b>2. Role Specific Requirements</b> (describe)<br><br>Basic knowledge in at least one of the following areas: <ul style="list-style-type: none"> <li>• Fire Safety</li> <li>• Resident Engagement</li> <li>• Resident Safety</li> <li>• Block Management</li> </ul>   | E                              | A/I                       |
| <b>3. Experience:</b><br><br>Experience working in a front facing team.<br><br>Experience of effective multi-disciplinary working.<br><br>Experience of working on defined operational projects,<br>working to tight deadlines and objectives with minimum<br>supervision.   | D<br><br>E<br><br>E            | A/I<br><br>A/I<br><br>A/I |
| <b>4. Knowledge &amp; Skills:</b><br><br>Ability to have or acquire an excellent working<br>knowledge of all appropriate elements of housing,<br>tenancy and leasehold management relating to the role<br><br>To be a confident, engaging communicator, able to<br>positively handle contact with clients from a range of<br>backgrounds and with complex needs. | E<br><br>E                     | A/I<br><br>A/I            |

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| Have the ability to build and maintain a good understanding of wider council and department objectives, services and initiatives and an understanding of how these interface with delivery of housing needs services.                     | E | A/I   |
| The ability to handle conflict, or potential conflict situations with clients who may be distressed, dissatisfied or potentially aggressive/ violent, and to do so within the Council's policy/procedure on carrying out such interviews. | E | A/I   |
| The ability to build & maintain a thorough working knowledge in using data and case management systems to ensure data quality and effective sharing of work.  | E | A/I/  |
| Proven ability to work with several software applications in conjunction, and proficiency in Microsoft and database use.  | E | A/I/T |
| Ability to handle and respond to customer complaints clearly and comprehensively in keeping with the council's service standards.   | E | A/I/T |
| <b>5. Working C</b>   |   |       |
| <b>Conditions/Circumstances:</b>  | E | A/I   |
| Must hold a full manual driving license.  | E | A/I   |
| Will need to pass the Council's driving assessment test to drive the work vehicle (transit van)   | E | A/I   |
| Must be able to manually lift / handle items that need removing.  | E | A/I   |
| <b>6. Personal Style &amp; Behaviour</b>  |   |       |
| Ability to deal promptly with problems and find appropriate solutions.  | E | A/I   |
| Ability to participate as a team member effectively and cooperatively.  | E | A/I   |
| Ability to meet tight deadlines and to meet personal targets in an environment of constant change.  | E | A/I/  |
| Regularly reviews, and takes responsibility, for the quality of their service and acts upon feedback to improve both quality and delivery.  | E | A/I   |
| Is proactive in generating ideas and solutions across the service.  | E | A/I   |
| Delivers what they promise and continuously strives to improve performance.   | E | A/I   |
| Aware of their own responsibilities and accountabilities and takes responsibility for their own actions.  | E | A/I   |



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**\* Application (A), Interview (I), Test (T)**