



Tower Hamlets **Community Housing**

## Role Profile

**Job title** Building Safety Manager

**Salary** £ TBC

**Hours per week** 37.5

**Reporting to** Head of Building and Safety Compliance

**Responsible for** NA

### Role purpose

- Act as the Responsible Person for THCH high-rise buildings in relation to the Fire Safety England Regulation and Building Safety Act.
- Develop and maintain building safety cases as required in line with the Building Safety Act.
- To create and lead on collaborative initiatives to ensure we create and sustain a safety-first culture.
- To act as a second line of defence for fire safety and building safety within THCH high-rise buildings and a portfolio of medium rise buildings.
- Ensure effective data management systems, policies, processes and programmes of work are in place, including ensuring that THCH asset management systems are fully utilised and kept up to date.
- To liaise with internal and external stakeholders in relation to Building Safety, including but not limited to, London Fire Brigade, Building Safety Regulator and Local Authority.
- To manage and monitor relevant budgets in relation to your area.
- Cover the primary responsibilities of the Building Safety Management role within the Building Safety Act.

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## Key objectives

- To provide assurance that THCH is meeting its statutory landlord compliance obligations including but not limited to, building safety, gas, electric, lifts, legionella, asbestos and fire safety
  - To act as the responsible and accountable person in line with the Building Safety Act, and Fire England Regulations for THCH's high-rise buildings and a portfolio of medium rise buildings
  - To construct THCH's building safety cases as required by the Building Safety Act
  - Cover the primary responsibilities of the Building Safety Management role within the Building Safety Act
  - To lead on the communication strategies for the THCH high-rise buildings
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## Main responsibilities

### General Duties

1. Manage contractors & consultants in delivering the service, ensuring that clear & robust contract management processes are in place
2. To act as the responsible and accountable person in line with the Building Safety Act, for THCH's high-rise buildings.
3. To construct THCH's building safety cases as required by the Building Safety Act.
4. To lead on the communication strategies for the THCH high-rise buildings
5. To provide assurance that THCH buildings are functioning in accordance with their fire strategies
6. Lead on the monitoring and management of contractors and consultants to ensure compliance servicing, works and inspections are completed on time and to specified quality standards to ensure THCH meets its statutory, regulatory and policy requirements where required
7. Ensure that scheduled reviews of Fire Risk Assessments are carried out and that all recommendations on FRAs are evaluated and discharged accordingly, including developing and managing programmes of remedial works
8. Ensure effective data management systems, policies, processes, and programmes of work are in place, including ensuring that THCH asset management systems are fully utilised and kept up to date.
9. Develop, review and issue local risk and H&S management guidance documents and procedures providing training in relation to these across the organisation or department
10. Effectively set and manage budgets and resources
11. Cover the primary responsibilities of the Building Safety Management role within the Building Safety Act

### Performance

1. Ensure continuous improvement in the service and increasing customer satisfaction, including using customer feedback
2. Ensure that contractor's performance is managed closely including using KPIs to measure performance and ensuring that effective contract

management is in place

3. Keep operational policies/procedures under review and make recommendations to the Head of Building Safety and Compliance where they require updating or there are gaps
4. Work with the Head of Building Safety and Compliance on continuous improvement initiatives for the service
5. Prepare and present reports as required for both internal and external purposes.

### **People Management & Development**

1. Identify training needs and encourage team working
2. Provide regular and constructive feedback on performance within THCH

### **Contract management**

1. Robustly manage contracts to ensure that they deliver value for money, compliance with legislation and customer satisfaction
2. Authorise works and approve payments ensuring suppliers are paid in accordance with the terms of contracts. Resolve disputes and queries promptly and ensure THCH interests are protected at all times
3. Effectively resolve issues and problems that may arise with contractors or customers, identifying and appraising options and implementing appropriate resolutions

### **Budgets and financial control**

1. Provide for effective financial management of delegated budgets supporting the Head of Building Safety and Compliance in budget setting, forecasting, monitoring and delivering value for money
2. Promote a culture of value for money and sound financial practice within the service

### **Complaints**

1. Take ownership of complaints, Members enquiries and applications for compensation
2. Manage the expectations of residents, keeping them informed of progress, and agreeing a timetable and action necessary for resolution
3. Ensure that the recording of the information and data is accurate and effective, and clearly identifies areas of service failure for THCH to learn from and improve
4. Analyse complaints and ensure plans are implemented to rectify service failures

### **Risk management and compliance**

1. Actively assess and manage risk in areas associated with the post and develop actions to mitigate the risk and regularly monitor and review accordingly
2. Establish procedures to provide on-going assurance and compliance against regulatory and legislative requirements.
3. Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH

### **Embracing change**

1. Positive attitude to change and able to identify opportunities for improvement effectively.
2. Able to implement change and adapt

### **Other**

1. Take responsibility for the application of equality and diversity practices across the team in line with THCH's policy
2. To work flexibly, attending evening Resident meetings or events when needed
3. To take part in the out of hours rota
4. To perform any other duties as required by the Head of Building Safety and Compliance
5. Participate as a member of the Building Safety and Compliance Team
6. No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation

### **General**

1. Contribute collaboratively and positively to the organisations aims of diversity and inclusion
2. Look after the health, safety, and welfare of self and all around you
3. Take on other reasonable duties as appropriate in line with your skills, knowledge abilities and experience
4. No role profile can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the role and status of the post within the organisation

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## Person profile – Essential Criteria

### Knowledge

- Holder of Degree, HNC, HND or equivalent fire safety &/or compliance discipline qualified to RICS or CIOB standard, or qualified by experience
- At least 5 GCSE passes at grade C or above including Maths and English
- Excellent and up to date knowledge of relevant legislation, procedures and good practice relevant to the post
- Good knowledge of contracts and contract management including knowledge of building contracts such as JCT
- A thorough knowledge of the Building Regulations, housing and leasehold legislation and statutory requirements
- A working knowledge of the Construction Design & Management Regulations and all other primary Health & Safety Regulations relating to maintenance and construction works

### Skills

- Good IT skills
- Proven budget management skills
- Able to lead on the delivery of a customer-focused service with proven experience of bringing continued experience to a service
- Able to travel efficiently across the THCH stock and attend evening meetings
- Ability to work on own initiative
- Proven analytical and problem-solving skills
- Ability to commission and assess specialist reports

### Experience

- Proven experience of working and negotiating with contractors, contract management and monitoring performance
- Experienced in managing and motivating and leading a team
- Experienced in working in a housing environment
- Extensive previous experience in delivering compliance, servicing and responsive repairs services in a housing environment
- Demonstrable experience of planning and delivering planned maintenance and programmes of servicing

**Tower**  
**Hamlet's**  
**be proud**

**Tower**  
**Hamlet's**  
**be helpful**

**Tower**  
**Hamlet's**  
**be fair**

**Tower**  
**Hamlet's**  
**be curious**