

L&Q Group

Role title	Building Safety Manager (Operations)						Date	November 2024	
Reports to Title	Lead Building Safety Manager (Operations)						Version	V3	
BS Disclosure Required:	Yes		No	✓	Standard		Enhanced		Enhanced +
Responsibility for End Results									
<p>Purpose</p> <p>To lead on building safety compliance with all current building safety regulations in and for buildings within their management remit (as allocated by the Lead Building Safety Manager for the relevant region). To promote, communicate and engage across the organisation on building safety matters, including with residents, leaseholders, internal teams, external providers and other stakeholders.</p> <p>To line manage a small team of Building Safety Technical Coordinators, along with contract management of consultants and service providers to source and for the provision of building safety information for the buildings within their remit.</p> <p>Supporting the Lead Building Safety Manager Lead, by fulfilling and carrying out various duties and building safety measures, required by the Building Safety Act and secondary legislation.</p> <p>Ensuring that our in-scope buildings within their management remit are safe to occupy, that they continue to be safe to occupy and that they comply with the relevant regulations, as well as taking initiatives to ensure residents also feel safe.</p> <p>Responsibility for a proportional allocation of buildings; to regularly review maintenance and testing activities and outcomes, consider any and all potential risks, including fire and structural matters, whilst delivering high quality building safety management in line with policy, procedures, legislation and government guidance.</p> <p>Being the named Building Safety Manager for the buildings allocated, and to lead and actively contribute on 'whole building safety' matters in all meetings internally and externally regarding these allocated buildings.</p> <p>Collaborating with relevant teams to raise the profile of the Building Safety Team and awareness of its objectives and activities, working closely with the Strategic Building Safety team colleagues.</p> <p>Supporting the delivery of the requirements of L&Qs Future Shape / Corporate Plan, in line with L&Qs Target Operating Model</p>									
Key Responsibilities / Deliverables:									
<u>Main Accountabilities:</u>								Time (%)	
List in order of priority, the major activities or functions necessary to achieve the job's end results.									
1. Leadership & management including customer service / values. Direct line management for a small team of Building Safety Technical Coordinators. Leading on the operational delivery of building safety management for the allocated buildings. Lead at an operational level on resident safety, build quality and maintaining building safety provisions for the allocated buildings. Work in collaboration and with support from the Strategic Building Safety Team								10	
2. Operational/achieving objectives.								20	

<p>Delivering operational duties in line with the relevant policies, procedures, framework and L&Qs building safety strategy.</p> <p>Sufficiently demonstrate that allocated buildings are safe to occupy and that residents also feel safe in their homes.</p> <p>Collect, produce, and deliver information required to secure Building Assessment Certificates from the Building Safety Regulator (BSR) for the allocated buildings.</p> <p>Produce building safety case files and create building safety case reports, including the undertaking of hazard assessments for the allocated buildings.</p> <p>Support the implementation and the process of Mandatory Occurrence Reporting, and work in collaboration with the Lead Building Safety Manager and the Strategic Building Safety Team in updating of the building safety case files and building safety case reports.</p> <p>Be the primary contributor on the creation, implementation, and delivery of our resident engagement strategy, to include regular meetings, surgeries, walk-about, on site with residents (as required) for the allocated buildings.</p> <p>Deal with enquiries or Building Safety complaints and manage and monitor any actions arising in line with procedure.</p> <p>Carry out regular assessment of building safety risks for the allocated buildings.</p> <p>Support the Lead Building Safety Manager in delivering the objectives of the Building Safety Team.</p>	
<p>3. Procedures</p> <p>Follow L&Qs Health and Safety policies and procedures to ensure, as far as is practicable, their own safety and that of others in the workplace. Undertake specific H&S training as required.</p> <p>Ensure that all building safety management processes and ways of working are delivered efficiently with a value for money approach, to minimise services charges associated with building safety measures.</p> <p>Collaborate with the Strategic Building Safety Team for procedural support where necessary.</p>	10
<p>4. Working with others – Internal</p> <p>Collaborate with teams across the organisation to ensure successful and efficient delivery of your operational building safety duties.</p> <p>Develop and maintain relationships with internal and external stakeholders to ensure safe buildings and homes.</p> <p>Support the proactive provision of building safety information (including fire and structural information) to residents, and non-resident leaseholders, working in collaboration with colleagues.</p> <p>To support colleagues including Neighbourhood Housing, Service Charge, Home Ownership, Development, Major Works, Minor works with operational building safety issues</p> <p>Work to ensure that all L&Q teams continually collaborate to create and maintain the golden thread of information that allows decisions and actions to maintain the required level of safety (Pre-construction – construction and occupation phases)</p> <p>To collaborate with the Development Team on building safety matters, e.g. to ensure that handover information can adequately support the development of a building safety case report.</p> <p>To provide support and training to colleagues with responsibilities for the management of building safety.</p> <p>Help support the development of a Building Safety culture across the organisation.</p> <p>On occasion attend relevant meetings, e.g. the Inspection & Remediation forum, the Health & Safety Forum,</p>	15

<p>Develop strong and effective relationships with key internal stakeholders including Corporate Health & Safety, Major Works Team, Scheme Adoption, Housing Management and Development, to support the delivery of operational building safety duties.</p> <p>Work collaboratively with all relevant L&Q teams, and other L&Q functions in matters relating to operational building safety.</p> <p>Inform the Head of Strategic Building Safety, via your line manager of any formal RFIs / Enforcement requests.</p>	
<p>5. Working with others – external</p> <p>Work with and contract manage external contractor partners / consultants as required to deliver on building safety duties (specialist surveys / assessments, e.g. Structural Assessment / Cause & Effect / Fire Strategy documents)</p> <p>Advise and support our customers in resolving their building safety queries and issues, ensuring that their expectations are managed, and proactive, proportionate, and suitable resolutions are identified.</p> <p>Quality assure the services provided by any consultants engaged to carry out fire strategy reviews, risk assessments, structural surveys or investigations and report areas of non-compliance to the Building Safety Manager Lead and the Strategic Building Safety Team</p> <p>Operate in a multifaceted environment and be able to communicate to any internal and external stakeholders, both technical and non-technical as well as being comfortable operating in a highly scrutinised area of work.</p> <p>Support building information colleagues on their provision of statutory information to external stakeholders, incl Regulator of Social Housing (e.g.NROSH+) and the Fire & Rescue Authorities (Delta)</p>	15
<p>6. Budgetary responsibility</p> <p>Support your line manager in ensuring that all operational building safety activities are appropriately forecasted, fully costed, and adequately budgeted for.</p> <p>Support your line manager in the creation of the annual budget application process.</p> <p>Support your line manager with the provision of service charge related information in relation to building safety measures, to allow estimates and accurate invoices to be raised.</p> <p>Raise where you see opportunities to improve the efficient and effective delivery of Building Safety measures and activities, with a value for money perspective, to minimise building safety service charges.</p>	5
<p>7. Compliance</p> <p>Provide reports / information / submissions to demonstrate statutory, regulatory & governance compliance for all areas relating to operational building safety duties for the allocated buildings.</p> <p>Provide operational performance data and supporting narrative for inclusion in monthly H&S Forum / PMR report on request.</p> <p>Provide operational data and supporting narrative for any specialist out of cycle reports.</p> <p>Support internal and external audit monitoring activities and collaborate on any areas requiring potential improvement or refinement.</p>	10
<p>8. Records & systems</p> <p>Ensure all associated records and systems are up to date and accessible, including the Golden Thread requirements where it relates to operational building safety duties and activities.</p>	5
<p>9. Risks</p>	10

<p>Highlight any operational building safety risks to the Lead Building Safety Manager for reporting to the Head of Fire and Building Safety and the Head of Strategic Building Safety.</p> <p>Alert the Lead Building Safety Manager where assurance of any operational building safety area cannot be effectively given and or when an approach cannot be effectively implemented (in order that the required support can be provided).</p>	
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Whilst the above list of duties and responsibilities are quite prescriptive, other duties may be added, or removed, depending on the regulatory landscape and the settling in of various regulations, especially as the legislative requirements will likely change and or be added to. The proportion of time spent on each deliverable may also vary depending on the implementation phase of the activity, i.e. once settled in, the proportionality will also stabilise.

Financial Responsibility:

Enter below any revenue, operating or capital budgets for which the role is accountable.

The post holder is required to deliver the duties within the teams approved budget envelope, with any positive or negative variations reported via the normal process to the post holders line manager. This applies to operational building safety duties, and building safety measures**,

People Responsibility:

Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.

	Direct Reports	Indirect Reports
Total Employees	Up to 3	No additional indirect reports

Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities

Support other teams who are working with external contractor partners / consultants as required to deliver on operational building safety duties (e.g. specialist surveys / assessments / major works)

** See appendix 1 at the end of this document for the statutory list of building safety measures as per the Building Safety Act (with an explanation of operational responsibilities and strategic responsibilities)

Knowledge, Skills and Abilities

Knowledge, skills, experience and abilities required for the job. Including academic, vocational or professional qualifications.

Experience of line managing, mentoring, supporting team members to instil and promote a strong, cohesive team culture. Ability to support team members through periods of intense and rapid change (new policies, procedures and legislative requirements). - **essential**

Strong organisational skills, able to organise self and others including delegation of tasks. Experienced in the management of projects, in particular awareness of critical path. Can strike the balance of paying attention to the detail, whilst also being able to summarise the overall position – **essential**

Hold or working towards a relevant Building Safety qualification. Sector knowledge & experience in the operational building safety context. Possesses good working knowledge of construction, hazard identification, risk assessment, fire risks, structural risks, external wall systems, remediation processes, requirements for applying for building assessment certificates, building safety case report creation – **essential**

Experience of collaborating with a range of stakeholders and working in a similar environment, able to develop positive relationships with internal and external stakeholders, residents, non-resident leaseholders and regulatory bodies – **essential**

Positive and collaborative approach to service delivery, providing excellence in customer service in line with L&Q's values – essential
Financial and commercial acumen – essential
Excellent written and verbal communications and influencing skills, with demonstrable experience delivering building safety related activities – essential
Confident in being able to raise concerns with regards to potential risk situations – essential
Able to disseminate complex information in simple terms – essential
Level 6 qualification, or equivalent (or working towards) in a relevant field. – desirable
Membership of a relevant professional body (or working towards) – desirable
Prepared to work towards Membership of a relevant professional body - essential
Demonstratable continuous professional development – essential
Competent in the use of relevant software platforms, e.g. Microsoft Packages, Arena/Open housing ZetaSafe, or equivalent - essential
Experience in putting together Building Safety reports - essential
Familiar with Delta, Asite, Keystone, document management systems, BIM platforms – desirable

L&Q Values
These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.
People
<ul style="list-style-type: none"> We care about the happiness and wellbeing of our customers and employees
Passion
<ul style="list-style-type: none"> We approach everything with energy, drive, determination and enthusiasm
Inclusion
<ul style="list-style-type: none"> We draw strength from our differences and work collaboratively
Responsibility
<ul style="list-style-type: none"> We own problems and deliver effective, lasting solutions
Impact
<ul style="list-style-type: none"> We measure what we do by the difference we make
Other
<ul style="list-style-type: none"> Commit to supporting L&Q's environmental policy and social mission I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks

Appendix 1 : List of Building Safety Measures		
	BSMT Ops duty	Strategic BS Team duty
(4) “Building safety measure” means any of the following –	Carry out measure : Incl create, gather and pass over FINAL DRAFT application to SBST for pre submission sign off, keep record of costs (& Other)	Support Measure : Incl interpretation of regulations : Review and sign off submission to BSR / Notify and Liase with BSR (& Other)
(a) applying for registration of a higher-risk building in accordance with section 78 of the Building Safety Act 2022;	Y	Y (& Support creation of process)
(b) applying for a building assessment certificate in accordance with section 79 of that Act;	Y	Y (& Support creation of process)
(c) displaying a building assessment certificate in accordance with section 82 of that Act;	Y	Y (& Support creation of process)
(d) assessing building safety risks in accordance with section 83 of that Act;	Y	Y (& Support creation of process)
(e) taking reasonable steps in accordance with section 84 of that Act (management of building safety risks), other than steps involving the carrying out of works as referred to in section 84(2);	Y	Y (& Support creation of process)
(f) preparing and revising a safety case report in accordance with section 85 of that Act;	Y	Y (& Support creation of process)
(g) notifying the regulator of a safety case report, and giving a copy of a safety case report to the regulator , in accordance with section 86 of that Act;	Y	Y (& Support creation of process)
(h) establishing and operating a mandatory occurrence reporting system , and giving information to the regulator, in accordance with section 87 of that Act;	Y	Y (& Support creation of process)
(i) keeping information and documents in accordance with section 88 of that Act;	Y	Y (& Support creation of process)
(j) giving information and documents to any person in accordance with section 89, 90 or 92 of that Act;	Y	Y (& Support creation of process)
(k) complying with any duty under section 91 of that Act (residents’ engagement strategy) ;	Y	Y (& Support creation of process)
(l) establishing and operating a system for the investigation of complaints in accordance with section 93 of that Act;	Y	Y (& Support creation of process)
(m) giving a contravention notice to a resident , and making an application to the county court, in accordance with section 96 of that Act;	Y	Y (& Support creation of process)
(n) making a request to enter premises, or making an application to the county court, in accordance with section 97 of that Act (access to premises).	Y	Y (& Support creation of process)
(2) For the purposes of this section any of the following incurred in connection with the taking of a building safety measure are to be regarded as incurred in taking the measure –	Y	Y (& Support creation of process)
(a) legal and other professional fees ;	Y	Y (& Support creation of process)
(b) fees payable to the regulator ;	Y	Y (& Support creation of process)
(c) management costs.	Y	Y (& Support creation of process)