

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Landlord Services
Job Title:	Health, Safety and Environmental Manager
Grade:	PO2
Post Number:	Q071
Base/Location:	Southfields Offices
Responsible To:	Housing Investment and Compliance Services Manager
Responsible For:	Health and Safety Officer M247
Key Relationships/ Liaison with:	Tenants, leaseholders, contractors, employees, police, fire and ambulance services; Health and Safety Executive and other statutory agencies.

Job Purpose

- To actively lead, manage and advise on all aspects of health, safety and environmental compliance for landlord services, housing repairs, asset management and all housing management teams.
- Responsible for the review, development, implementation and monitoring of the health and safety management system, ensuring the health, safety and welfare of all staff in line with current health and safety and associated legislation.
- To monitor external housing repairs contractors and internal repairs staff to ensure compliance with health and safety requirements.
- To advise on all relevant health and safety requirements when tendering for and selecting housing repairs and improvement contractors.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination, ensuring high-quality customer care.
- To provide expert advice to landlord services managers in relation to health and safety.
- To lead health and safety projects, producing project initiation documents, project plan and monitoring delivery through highlight reports.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	Identify all health and safety issues in relation to housing repairs and improvements, and the housing landlord service generally, ensuring systems of measurement and compliance are in place.
2.	Develop and maintain the landlord services health and safety management system,

	including writing procedures, training officers in their compliance and ensuring that these are implemented consistently across the service.
3.	Monitor, evaluate and review existing, new and upcoming health and safety legislation, ensuring that landlord services has demonstrable, measurable systems and procedures in place to ensure legal compliance.
4.	Work proactively with managers and colleagues to establish and maintain a programme of continuous improvement and compliance in the management of health and safety, including undertaking regular site inspections and audits of both employee and contractor activities. This work will include identifying and arranging for the implementation of new systems.
5.	Ensure that effective risk assessment procedures are in place to identify hazards and risks, ensuring that appropriate control measures are implemented, that risk assessments are reviewed and updated annually and that checks are carried out to ensure compliance.
6.	Report all accidents and incidents, conduct investigations and review processes, producing regular accident reporting information in line with KPIs, identifying where a RiDDOR report is required and subsequently submitting it. Taking and recommending further follow-up action where necessary.
7.	Ensure systems are in place to record and report near-hits, identifying and taking follow-up preventative action where necessary.
8.	Liaise with regulatory authorities and the Council's corporate health and safety officer on health and safety investigatory issues.
9.	Produce regular performance information on compliance and health and safety, including but not limited to accidents, near hits, and risk assessment reviews. This will include monitoring contractors' performance.
10.	Provide technical support for landlord services, ensuring legal compliance with all relevant legislation.
11.	Deliver excellent customer service to all tenants, leaseholders, other stakeholders and colleagues.
12.	Arrange and chair the landlord services quarterly health and safety committee meeting and ensure that there is an ongoing health and safety action plan in place at all times. This will involve producing agendas, performance information, reports, taking and distributing minutes and ensuring follow up actions are completed within target.
13.	Attend the corporate 6 monthly corporate health and safety committee meeting as required.
14.	Advise managers and staff of health and safety responsibilities and review, identify and deliver health and safety training. This will include identifying training needs of individuals, arranging training and maintaining a database showing what training has been completed and is planned. This will include procuring expert training where necessary – e.g. for working with asbestos and legionella.
15.	Manage landlord services CDM processes. This will include writing procedures and managing the CDM health and safety files. Ensure that all contractors engaged can demonstrate a suitable standard of health and safety, including compliance with

	CDM Regulations (where applicable), and that adequate insurance provisions are in place. Carry out spot checks of contractors' work in progress to monitor compliance.
16.	Ensure that landlord services is compliant with the client duties in accordance with CDM 2015. This will involve close liaison with the Repairs and Voids Services Manager, Housing Investment and Compliance Services Manager, Compliance Manager, Principal Officer of Investment and Programme Delivery and project surveyors to ensure that all relevant documentation is issued before contractors are appointed to work.
17.	Identify and procure suitable and sufficient personal protective equipment for all staff. Maintain a log of equipment and ensure it is updated and replaced when necessary.
18.	Produce a monthly update/newsletter for staff to ensure that current safety issues are identified and communicated as appropriate.
19.	Work closely with the compliance manager, ensuring that the service has effective systems in place to manage fire, electrical safety, legionella, asbestos, lifting equipment and gas safety.
20.	Ensure that occupational health medicals are arranged for working with asbestos hand-arm vibration. Lung function, skin tests, general wellbeing and other relevant areas as required – usually every 3 years.
21.	Write procedures for dealing with the risks arising from hand-arm vibration, ensuring appropriate training and control measures are in place.
22.	Ensure that method statements are produced and maintained for all work activities undertaken by staff, providing training as necessary. This will include writing the method statements (identifying risk levels and control mechanisms) and carrying out checks to ensure compliance.
23.	Undertake routine ad-hoc health and safety inspections of work undertaken by landlord services, repairs and maintenance operatives and contractors/sub-contractors to ensure that suitable standards of site health and safety are maintained.
24.	Undertake inspections of council-owned dwellings where requests for improvements have been made on health and safety grounds and checking compliance with the Housing Health and Safety Rating.
25.	Complete and document health and safety induction training for all new starters into Landlord Services.
26.	Support the tenancy and income teams in investigations into fire safety, hoarding, evictions and other housing matters as required. This will involve reviewing eviction risk and closure order assessments for each case, putting in place any special measures required, and attending evictions and closure orders where necessary.
27.	Manage the health and safety budget, ensuring no overspends.
28.	Lead, manage and motivate the landlord services Health and Safety Officer.
29.	Ensure effective arrangements are in place for COSH assessments and control.

30.	Project manage health and safety projects, identifying actions necessary, ensuring delivery and ensuring that benefits expected are realised.
31.	Provide health and safety support for other departments as agreed with the Housing Investment and Compliance Services Manager.
32.	Act as bronze controller for Loughborough Fair, acting as trouble-shooter and problem solver. As a bronze controller, the post holder will be first on site for incidents of injury, accident, missing children, public disorder, missing children, substance misuse or similar incidents. Liaise with statutory services and silver control, identifying the immediate actions and follow-up tasks necessary to ensure safety.
33.	Procure and manage the landlord services lone worker scheme, ensuring compliance with the Council's procurement procedures and using a risk-based approach to the supply of the equipment to staff.
34.	Regularly review the landlord services use and application of the corporate warning register, ensuring all staff are aware of and use the scheme. Regularly review management interface arrangements with QL and other Landlord Services systems, problem-solving any issues, ensuring there are mechanisms in place to ensure all staff, contractors and agents are warned and advised appropriately.
35.	Carry out induction training for all new landlord services colleagues to ensure a full understanding and use of departmental policies and procedures.
36.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with council policies.
Special Factors	
• The nature of the work will from time to time, involve the jobholder carrying out work outside of normal working hours and responding at short notice to out-of-hours emergencies. • The post holder is required to have a full driving licence and provide their own vehicle for work, and an essential user car allowance will be paid.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date prepared/revised: October 2025

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	Essential	Desirable	How Assessed
<u>Qualifications</u> Educated to degree level or equivalent substantial experience in health and safety management. Minimum NEBOSH General Certificate in Occupational Safety and Health. NEBOSH National Diploma in Occupational Safety and health.	✓ ✓	✓	App/Doc App/Doc
<u>Experience</u> Substantial post qualification experience in a relevant area, managing health and safety. Post qualification experience within health and safety for housing repairs and improvements. Previous experience of liaising with regulatory authorities such as the Health and Safety Executive. Previous experience of measuring, evaluating risk and carrying out risk assessments. Previous experience of carrying out health and safety audits. Previous project management experience and able to demonstrate successful outcomes.	✓ ✓ ✓ ✓ ✓		App/Int App/Int App/Int App/Int App/Int

	Essential	Desirable	How Assessed
<u>Skills / Knowledge</u>	✓		App/Int/ Test
Detailed knowledge of health and safety legislation, its application and interpretation, particularly in relation to housing repairs and improvements and in social housing.	✓		App/Int
Ability to interpret and apply safety legislation.	✓		App/Int/T est
Knowledge of requirements of Fire Regulatory Reform Order 2005.	✓		App/Int
IT literate, including Microsoft Office.	✓		App/Int/T est
Effective report and letter writing skills.	✓		App/Int/T est
Able to devise and effectively deliver interactive and informative health and safety related training.	✓		App/Int
Able to evaluate risk and identify control actions.	✓		App/Int/T est
Excellent communication skills, and able to communicate at a range of levels.			App/Int
Project management skills.	✓		App/Int
High level problem solving skills and able to demonstrate past practical application.	s✓		App/Int
Confident and able to work with minimal supervision, using own initiative.	✓		App/Int
Able to deal with emergencies in a calm and organised manner.	✓		

	Essential	Desirable	How Assessed
<u>Interpersonal Skills</u>			
Able to work under own initiative, be proactive and make decisions with minimal supervision.	✓		App/Int
Effective presentation skills.	✓		Int/test
Effective communicator who can convey information in a concise, articulate and unambiguous way verbally, in writing and on the telephone, gaining the respect of repairs operatives and others.	✓		App/Int/ test
Able to prioritise effectively.	✓		App/Int
Resilient, able to deal with emergency situations calmly and work effectively under pressure.	✓		App/Int
Effective negotiation skills.	✓		App/Int
Able to be sensitive to the needs and concerns of colleagues, work effectively as part of a team.	✓		App/Int
<u>Other requirements</u>			
Essential Car User status requires use of a vehicle to ensure mobility across the borough	✓		App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

Key:

App = Application form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical questionnaire

Doc = Documentary evidence (e.g. certificates)

Prepared by: Head of Landlord Services

Date: October 2025

