



**Resident Safety
Advanced Craft
Technician**

Job Description and Person
Specification (April 2024)

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

Residents Safety Technician

This is a broad outline of what is expected of the postholder

RESPONSIBLE TO: Maintenance Supervisor (Resident Safety Team)

KEY OBJECTIVES:

- To provide a quality maintenance and inspection service to ensure the continued Building Safety (Fire/ structural) and property compliance for the Groups communal residential and commercial property.
- To assist in all areas of building related Health & Safety requirements in accordance with the associated statutory, non statutory legislations ACOP's and Guidance Documents.

KEY RESPONSIBILITIES:

- Carry out fire risk assessments to low risk purpose building block of flats, including completing fire safety related actions.
- Carry out cyclical property inspections including completing health and safety related works.
- Regular health and safety checks / inspection - Emergency lighting tests, Fire equipment inspections, fire door checks, water hygiene risk assessment checks, security arrangements and other checks associated with building services ensuring the accurate records are kept.
- All actions / works will cover all building trade based functions, in particular:
 - Fire door inspections, maintenance and installation.
 - Fire compartmentation and fire stopping inspections, maintenance and installation.

other than the following exceptions (unless they fall within the core trade of the post holder):

- Roof construction; fitting new staircases; complicated or bespoke joinery manufacture.
 - Any Gas and Electrical work other than assisting a qualified electrician or gas fitter (unless qualified to do so).
 - Installation of tanks or cylinders; except assisting a qualified gas fitter or plumber.
 - Commission or connection to an operating solid fuel installation unless competent to do so or assisting a competent person.
- The post holder will be expected to carry out work to the standard specified by the Group ensuring compliance with manufacturer instructions and accreditation schemes requirements.
 - To assess the work to be undertaken to meet the agreed specification and where appropriate schedule, organise relevant materials and appointments.
 - To organise and arrange follow-up appointments where necessary.
 - To liaise with tenants & other customers in a pleasant and courteous manner and organise and follow appointments when made.
 - To work in a manner with due regard to the Health and Safety procedures of the Group and be mindful of his / her own health and safety and the health and safety of colleagues and tenants at all times.
 - To be responsible for completing appropriate paper and computer records associated with work undertaken.
 - To use (after necessary training) appropriate technology in order to undertake the duties of the post.
 - Ensure health and safety regulations are met as well as best practice standards
 - Undertaking any training necessary for the role
 - Ensure all work is evidenced through documentation and records.
 - To train and coach other trades operatives as required.
 - To participate in the Out of Hours programme, as required.

GENERAL RESPONSIBILITIES

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Group's Standing Orders, standards of probity relating to the Group's charitable status and Housing Corporation Regulation
- To uphold, as an individual employee, the Group's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To keep confidentiality at all times

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PERSON SPECIFICATION

This is a broad outline of what is expected of the post holder.

QUALIFICATIONS:

- NVQ or equivalent in Fire Stopping, Carpentry or Joinery or be able to demonstrate previous experience undertaking this type of work - essential
- Full clean driving license. – Essential
- FIRAS or BMTRADA accreditation – Desirable (willing to work towards).
- Professional qualification in fire safety management and fire risk assessments from credible providers such as the Fire Protection Association, Fire Industry Association and NEBOSH - Desirable (willing to work towards).

EXPERIENCE:

- Two to three years post apprenticeship experience particularly on maintenance of passive fire safety measures (fire doors, compartmentation and fire stopping).

SKILLS AND KNOWLEDGE:

- To work to approved installation guides and techniques undertaking Fire Door / Doorset / fire compartmentation and stopping installations and undertaking remedial works to existing doors, wall, floors ceiling etc.
- Able to carry out fire risk assessment to low risk purpose built blocks of flats.
- A good understanding of the relevant fire safety legislation and British standards Maintain up to date knowledge of any changes in regulation and developments in fire safety

- Ability to interpret and adhere to the manufacturer's specifications, ensuring that compliance is always at the forefront of all works.
- Working either individually or as part of a team where management and technicians work close together to solve problems.
- Be able to communicate effectively and courteously with work colleagues and our customers alike.
- Be able compile accurate comprehensive reports and other records.
- To understand the importance of compliant installation within the fire safety sector.
- Ability to undertake other building trades, accurately and effectively and in a timely manner.
- Ability to work unsupervised and as part of a team
- Ability to use new technology, in particular that used in electronic job scheduling, and electronic materials ordering is desirable liaise with tenants and other tradespersons

COMPETENCIES:

- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.

- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress.
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written two-way communication to share information.