



JOB DESCRIPTION & PERSON SPECIFICATION

Head of Health and Safety

The Role:

Reporting to the Director of Safety, you will act as Citizen's lead competent person for Health & Safety (H&S) in the workplace, providing expert leadership, professional advice and strategic direction across all services and locations.

Regulatory interface and assurance

Legal compliance framework

- Establish and maintain a **legal register** covering all applicable legislation and Approved Codes of Practice (ACoPs)
- Ensure **gap analysis and formal compliance audits** against statutory duties

RIDDOR and statutory reporting accountability

- Take ownership for **accuracy, timeliness and quality assurance of RIDDOR reporting**
- Ensure statutory reporting drives organisational learning

Board-level assurance

- Provide formal **annual H&S compliance statement** and assurance to Board/Committees

Responsibilities

Leadership

You will be part of Citizen's senior leadership team, and you will contribute to developing the strategic direction of the organisation. You will:

- Lead a team of health and safety managers and advisers
- Act as the organisation's Competent Person under the Health and Safety at Work Act 1974
- Provide assurance on duty holder compliance under CDM 2015 (Client/Principal Designer roles as applicable)
- Support and advise managers and leaders to take ownership of H&S in their areas
- Collaborate with your colleagues to develop a strong organisational safety culture
- Keep up to date with arrangements for H&S in response to legislation, audits and reviews, and keep your colleagues informed
- Act as the key contact for Health and Safety with industry bodies such as the Health and Safety Executive
- Provide reports for the senior leadership team and relevant Committees

This Job Description is not exhaustive, you may, at any time be required to carry out additional duties or responsibilities, which fall reasonably within the remit of this role, or in accordance with operational requirements.

Strategy & policy

You will be supported by the Director of Safety and the wider leadership team. You will:

- Ensure full compliance with the H&S at Work Act and all relevant legislation
- Deliver Citizen's H&S plan, ensuring that it meets all legislative and regulatory requirements and that it is aligned to business objectives.
- Develop policies in relation to H&S and ensure that clear and accessible procedures are in place

Safety, compliance & regulation

You will be part of the Building Safety Directorate, but you will work across teams, including the People team, Assurance and Risk, and the Performance team. You will:

- Establish and maintain a clear, consistent H&S management system across all directorates and locations
- Lead formal engagement with regulators (HSE, Fire & Rescue, Regulator of Social Housing as relevant)
- Oversee responses to enforcement notices (Improvement/Prohibition Notices)
- Act as the organisation's technical authority on H&S standards and risk control methodologies
- Approve high-risk method statements, safe systems of work, and technical guidance
- Define and oversee competency requirements for safety-critical roles
- Create an organisational H&S risk profile, ensuring risks are well managed and resources are focussed on high-risk areas
- Ensure that advice is in place regarding risk management systems including site safety, manual handling, working at height, and contractor safety
- Work with the Learning & Development team develop appropriate H&S training for all employees, and contractors
- Ensure a high quality, effective training library is maintained, and drives increases in health and safety awareness and control
- Design and advise on the development of Citizen's emergency response procedures

Governance & reporting

You will have the opportunity to develop systems and reporting to support the creation of a first-class H&S system, supported by IT and performance teams. You will:

- Identify systems and reporting that you need to have in place to create the right H&S system for Citizen
- Establish and maintain a legal register covering all applicable legislation and Approved Codes of Practice (ACoPs)

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- Ensure gap analysis and formal compliance audits against statutory duties
- Take ownership for accuracy, timeliness and quality assurance of RIDDOR reporting
- Ensure statutory reporting drives organisational learning
- Use incident, asset, and operational data to develop predictive risk insights and targeted interventions
- Provide accurate performance data, analysis and insights, monitoring and identifying themes and trends to inform proactive measures
- Produce regular reports to the H&S strategic steering group, including lessons learned, RIDDOR, incident and near-miss data
- Commission and carry out audits, inspections and incident investigations identify areas for improvement, and track progress

Financial management

You will be responsible for setting and managing the budget for H&S. You will:

- Work with Finance colleagues to set an annual budget, and put controls in place to manage the budget
- Ensure compliance with Citizen's policies and procedures, including Health & Safety, Customer Involvement, Equality and Diversity and Safeguarding.

To fulfil the requirements of this role you will have experience, skills, and knowledge in the following areas:

- Level 6 health and safety qualification (e.g. NEBOSH Diploma, BSC Level 6 Diploma, NVQ Level 6 OHS, OTHM Level 6 OHS)
- Chartered IOSH (CMIOSH) or GradIOSH with a clear commitment to achieve chartered status
- A relevant degree or postgraduate qualification in occupational health and safety (desirable but not essential)
- Full UK driving license
- Ability to set and manage budgets
- Excellent influencing and stakeholder engagement skills
- The confidence to challenge, support and lead positively across all levels of the organisation
- The ability to collaborate and influence a range of internal and external stakeholders to develop a collaborative approach to health and safety
- Excellent verbal and written communication skills, including the ability to write reports and present to internal audiences
- Budget and financial management
- Knowledge of applicable health and safety legislation – Health and Safety at Work act 1974, Management of Health and Safety at work regulations 1999.
- An in-depth understanding of the principles of risk management and how these apply to health and safety at work
- Knowledge of the ongoing management of safety in the built environment, with knowledge of the application of the Construction (Design and Management) Regulations 2015
- Procurement and contract management
- Able to demonstrate significant experience in leading health and safety in housing or a similar organisation
- Leading health and safety teams to ensure the organisation complies with regulatory and statutory requirements
- Working with colleagues to create suitable engagement opportunities to build a culture of safety
- Advising large scale operational, maintenance and estates teams on appropriate health and safety measures and risk assessments
- Developing systems and reporting to inform the development of a good health and safety management system.

Citizens Values – It is important that you live our values

BRAVE - I positively challenge, I actively encourage contribution and I make decisions and take ownership

AMBITIOUS – I am driving positive change and innovation, I positively seek solutions and I strive for excellence.

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HONEST – I am truthful and open, I do what I say I will do, and I listen and learn from feedback

CITIZEN- We work together on shared objectives, we create an inclusive environment for all, and we think customer first

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