



Head of Health and Safety

Recruitment information pack

Welcome to Citizen

and thank you for taking the time to find out more about our organisation.

At Citizen, safety is fundamental to how we work, not just a regulatory requirement. As our Head of Health and Safety, you'll play a critical role in protecting our colleagues, strengthening our culture and ensure that colleagues can deliver safe, compliant services across our organisation.

This is a high-impact leadership role. You'll act as our lead competent person for Health and Safety, shaping strategy, and providing expert advice across all areas of the business.

You'll lead H&S audit and assurance, engage with regulators, and ensure risks are understood, owned, and effectively managed.

We're looking for a credible, confident leader with strong technical expertise and the ability to influence at all levels.

In return, you'll have the autonomy to make change happen, the backing of a supportive leadership team, and the opportunity to build a high-performing health and safety function that makes a real difference.

If you're ready to lead, influence and improve at scale - we'd love to hear from you.



Will Walker
Director of Safety

Who we are

We manage over 30,000 homes for diverse communities across the West Midlands, from urban tower blocks to rural villages and towns. We provide homes that are a foundation for life.

From our rented homes to our award-winning regeneration projects, we're passionate about providing homes that support our customers to live well and feel secure.

Our social purpose

We put our customers first and support communities through our high-quality customer service teams, backed up by a range of corporate functions who work collaboratively together to ensure everyone has an affordable and comfortable place to call home.

We are a not-for-profit housing association and a registered charity. This means we continually invest into improving our homes and building new homes to help meet housing needs across our region.

We provide wider support to our customers through our Citizen Local Fund and our Community Grant Scheme which aim to support projects that improve wellbeing, reduce loneliness and isolation, and bring communities together. We also work closely with our partners, suppliers, and contractors to generate long-term social value that has a positive impact for our customers and our communities.

Our values

At Citizen, our values have always shaped who we are. Being Brave, Ambitious, Honest, and putting the Citizen at the heart of everything we do defines not only what we stand for, but how we work every day. It is important that you live our values.

We are Brave



- We positively challenge
- We actively encourage contribution
- We make decisions and take ownership

We are Honest



- We are truthful and open
- We do what we say we will do
- We listen and learn from feedback

We are Ambitious



- We are driving positive change and innovation
- We proactively seek solutions
- We strive for excellence

We are Citizens



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

Health and safety is a top priority for Citizen. We want our colleagues, customers, contractors and partners to be safe. We also want health and safety to feel clear, practical and part of everyday decision-making, not something that sits separately from the work we do.

Reporting to the Director of Safety, you'll act as Citizen's lead competent person for health and safety in the workplace. You'll provide expert leadership, professional advice and strategic direction across all our services and locations.

About the role

You'll be part of Citizen's senior leadership team, helping to shape the strategic direction of the organisation.

You'll be working closely with operational delivery teams and corporate functions including People, Assurance and Risk, Performance, Learning and Development, IT and Finance.

This is a role with organisation-wide reach. You'll lead our health and safety team, support managers and leaders to take ownership of safety in their areas and help us build a strong safety culture across Citizen. There's also a real opportunity to shape the systems, reporting and insight we need to create a first-class health and safety management system. You'll help us understand where we're doing well, where we need to improve, and how we keep making Citizen a safer place to work and live.



Responsibilities



Leadership

- Leading a team of health and safety managers and advisers.
- Acting as Citizen's competent person under the Health and Safety at Work Act 1974.
- Providing assurance on duty holder compliance under Construction (Design and Management) Regulations 2015, including client and principal designer roles where applicable.
- Supporting managers and leaders to take ownership of health and safety in their areas.
- Building a strong safety culture across Citizen.
- Keeping colleagues informed about changes in legislation, audits and reviews.
- Acting as Citizen's key contact for health and safety with industry bodies, including the Health and Safety Executive.

- Providing clear reports and advice to the senior leadership team and relevant committees.
- Challenging, supporting and influencing colleagues positively across all levels of the organisation.



Strategy and policy

- Ensuring Citizen complies with the Health and Safety at Work Act and all relevant legislation.
- Delivering Citizen's health and safety plan.
- Making sure our health and safety approach supports our wider business objectives.
- Developing clear health and safety policies.
- Making sure practical and accessible procedures are in place to support those policies.
- Helping leaders embed health and safety into everyday decision-making.



Safety, compliance and regulation

- Establishing and maintaining a clear and consistent health and safety management system across all directorates and locations.
- Leading formal engagement with regulators, including the Health and Safety Executive, Fire and Rescue Service, and Regulator of Social Housing where relevant.
- Overseeing responses to enforcement notices, including improvement and prohibition notices.
- Acting as Citizen's technical authority on health and safety standards and risk control.
- Approving high-risk method statements, safe systems of work and technical guidance.
- Defining and overseeing competency requirements for safety-critical roles.
- Creating an organisational health and safety risk profile.
- Making sure risks are well managed and resources are focused on the highest-risk areas.
- Ensuring clear advice is in place for site safety, manual handling, working at height and contractor safety.
- Working with Learning and Development to develop suitable health and safety training for colleagues and contractors.
- Maintaining a high-quality training library that improves awareness and control.
- Designing and advising on Citizen's emergency response procedures.
- Ensuring compliance with Citizen's policies and procedures, including health and safety, customer involvement, equality and diversity, and safeguarding.



Governance and reporting

- Identifying the systems and reporting needed to support a strong health and safety service.
- Establishing and maintaining a legal register covering all applicable legislation and Approved Codes of Practice.
- Ensuring gap analysis and formal compliance audits are carried out against statutory duties.

- Taking ownership for the accuracy, timeliness and quality assurance of RIDDOR reporting.
- Making sure statutory reporting supports organisational learning.
- Using incident, asset and operational data to develop predictive risk insights and targeted interventions.
- Providing accurate performance data, analysis and insight.
- Monitoring themes and trends so we can take proactive action.
- Producing regular reports for the Health and Safety Strategic Steering Group.
- Reporting on lessons learned, RIDDOR, incidents and near-miss data.
- Commissioning and carrying out audits, inspections and incident investigations.
- Identifying areas for improvement and tracking progress.
- Providing formal annual health and safety compliance statements and assurance to Board and committees.



Financial management

- Setting the annual health and safety budget with Finance colleagues.
- Putting controls in place to manage the budget effectively.
- Making sure spending decisions support a safe and compliant service.
- Supporting good procurement and contract management across health and safety activity.

Person specification

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



Skills

- Excellent influencing and stakeholder engagement skills.
- The confidence to challenge, support and lead positively across all levels of the organisation.
- The ability to collaborate with a range of internal and external stakeholders to develop a joined-up approach to health and safety.
- Excellent verbal and written communication skills, including the ability to write reports and present to internal audiences.
- Strong budget and financial management skills.
- The ability to set and manage budgets effectively.
- The ability to take a practical, clear and collaborative approach to building a strong safety culture.



Education/training/qualifications

- Level 6 health and safety qualification, such as NEBOSH Diploma, BSC Level 6 Diploma, NVQ Level 6 Occupational Health and Safety, or OTHM Level 6 Occupational Health and Safety.
- Chartered IOSH status, or GradIOSH with a clear commitment to achieve chartered status.
- A relevant degree or postgraduate qualification in occupational health and safety would be desirable but isn't essential.
- Full UK driving licence.



Knowledge

- Knowledge of applicable health and safety legislation, including the Health and Safety at Work Act 1974 and the 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.
- Knowledge of the Construction (Design and Management) Regulations 2015.
- Understanding of procurement and contract management.
- Understanding of how systems, reporting and data can support an effective health and safety management system.



Experience

- Significant experience of leading health and safety in housing or a similar organisation.
- Experience of leading health and safety teams to support regulatory and statutory compliance.
- Experience of working with colleagues to create engagement opportunities that help build a strong safety culture.
- Experience of advising large-scale operational, maintenance and estates teams on health and safety measures and risk assessments.
- Experience of developing systems and reporting to support an effective health and safety management system.
- Experience of working with colleagues, contractors and partners to improve health and safety practice.



How to apply

If you have the requisite skills and expertise to make a difference, please submit your CV and a covering letter outlining how you meet the essential criteria on the application form.

Salary: £86,480

Closing date: Monday 22 June

Interviews: Monday 29 June and Friday 3 July. To be held in person at Citizen's offices 4040 Lakeside, Birmingham Business Park, B37 7YN

We look forward to receiving your application.



citizenhousing.org.uk

