

Job Description

Job title:	Health and Safety Manager
Reports to:	Head of Health, Safety and Facilities
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

Your core role as the Health and Safety Manager is to ensure that the organisation maintains and develops a proactive health and safety culture. You will lead with expertise, ensuring that our commitment to the welfare of colleagues and customers is at the forefront of all operations. Through effective leadership, you will embed safety excellence across the organisation, inspire others, and create systems that assure compliance, safety, and continual improvement.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

You will exemplify our values by demonstrating respect, honesty, and an unwavering commitment to fostering inclusivity. Your leadership will be instrumental in encouraging a collaborative, solutions-focused approach to maintaining a robust health and safety culture. By celebrating diversity and listening intently to the needs of our colleagues and customers, you will contribute significantly to our mission of building a safe and thriving community.



Key Responsibilities and Duties

- Provide expert advice on all aspects of health and safety, ensuring compliance with legal and regulatory requirements and internal standards while fostering a safety-first culture.
- Lead and develop the health and safety team to deliver exceptional support and guidance to colleagues across the organisation.
- Oversee and manage the Health & Safety risk register, identifying risks and ensuring they are assigned appropriately for mitigation.
- Conduct audits and inspections to ensure compliance and drive continuous improvement in health and safety practices.
- Take ownership of H&S Forums and committees ensuring these are managed professionally and able to achieve objectives and deliver results, while also ensure H&S is representation in other key meetings. Preparing detailed reports and presentations for governance forums, aiding in strategic decision-making and resource allocation.
- Act as a key liaison for external partners and stakeholders, ensuring collaborative efforts for improved safety outcomes.
- Investigate incidents comprehensively, identify root causes, and implement preventative measures to mitigate future risks.
- Drive behavioural and cultural changes to enhance health and safety performance throughout the organisation.
- Manage and maintain policies and procedures ensuring they remain current and effective.
- Design and assist in the delivery of training programs to ensure colleagues are knowledgeable and equipped to meet safety requirements.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- NEBOSH Diploma or equivalent professional qualification.
- Proven experience in managing a geographically dispersed team.
- Demonstrated expertise in health and safety leadership and cultural transformation.
- Apply legislation in a proportionate and relevant manner.
- Track record in accident investigation and delivering improvement plans.
- Experience in producing policies, procedures and guidance.
- Knowledge of current and emerging safety issues in housing.
- Strong analytical and problem-solving skills to interpret data and implement effective safety strategies.
- Experience of driving behavioural and culture change for successful outcomes.

- Experience of using the Plan-Do-Check- Act cycle to continuously improve an organisation's health & safety performance and culture
- Excellent interpersonal and communication skills that will enable you to adapt your message to your audience, ensuring the health and safety message is communicated effectively across all areas of the organisation
- Full UK driving licence and access to a vehicle for business use.

The added extras:

- Sector knowledge in housing or a similar customer-focused environment.
- Advanced trainer skills with experience in delivering health and safety programs.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.