



Health and Safety Manager/Rheolwr Iechyd a Diogelwch

Recruitment Pack

November 2020

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A message from Anne Hinchey, Group Chief Executive

Having celebrated over 50 years of existence, now is an excellent time to join us. We have an excellent financial foundation on which to build our future and help drive improvements in the services that we provide to our customers and the wider community.

As a leading provider of affordable homes we are passionate about what we do and are proud of our culture and our dedicated, hard-working teams. We've created a fun, friendly and progressive place to work. You will be joining a company that was rated as 3 star in the 2020 Best Companies listing, ranked 5th in the UK in the not-for-profit sector and the best in Wales. We are also proud to be the first organisation in Wales to achieve the highest rating of Platinum for Investors in People.



We live and breathe our values and our culture is integral to us as an organisation and how we work. We have a strong culture of enabling and empowering our people to make decisions, understanding what we do and why we do it. We take time to listen to the people that live in our homes and use our services to understand what matters to them and design services to best suit their needs. We understand that 'one size does not fit all' and trust our staff to do the right thing.

We are always looking for people who are motivated, hard-working, flexible, full of ideas and most importantly, people who really want to make a difference. We want people that will embrace our culture and the freedom it offers and continue with the innovation in service delivery we have become known for. If you like the sound of this, then we might be the organisation for you.

I hope the information in this pack proves useful and gives you sufficient guidance to pursue your application. Further information is also available on our website:

www.wwha.co.uk.

This is an exceptional opportunity and I'm looking forward to receiving your application.

A handwritten signature in black ink, appearing to read 'Anne Hinchey'. The signature is fluid and cursive.

Anne Hinchey

Group Chief Executive



The WWH Way

As a large, stable organisation and a leading housing provider in Wales, we are ambitious to make our strength tell. You will find us truly passionate to make a real and practical difference to people's lives in the way we do our business.

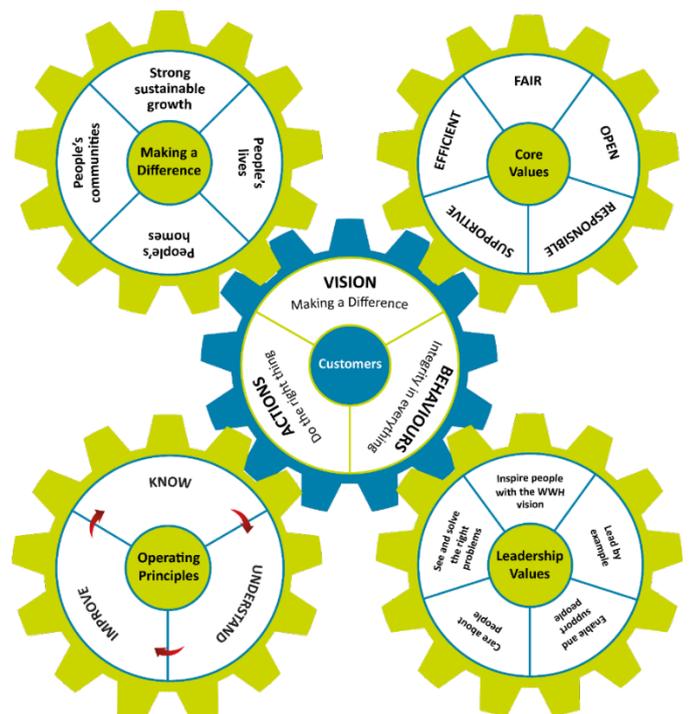
For WWH, business with a truly social purpose is business as usual. There are no profits taken or dividends paid, every penny counts towards investing in the future, providing more homes and improving and expanding services to deliver **what is important to our residents**.

Every organisation has a culture and we are very deliberate in shaping ours and making sure that customers are at the centre.

We express our culture as a series of interconnecting cogs, each working together with its neighbour to create a cohesive whole which is easy to understand and designed to be used in the real world.

The central cog has customers at the centre and summarises our culture in three segments, a Vision for 'Making a Difference', Behaviours showing 'Integrity in Everything' and Actions to 'Do the Right Thing'. They act like our head, heart and hands; the vision we see that inspires us, the values we believe that drive our behaviour and the actions we take to do the right thing for staff and customers alike.

This culture is the WWH way.



The surrounding interconnecting cogs expand on the Vision, Behaviours and Actions to give clarity on what it means to make a difference, have integrity in everything and to do the right thing.

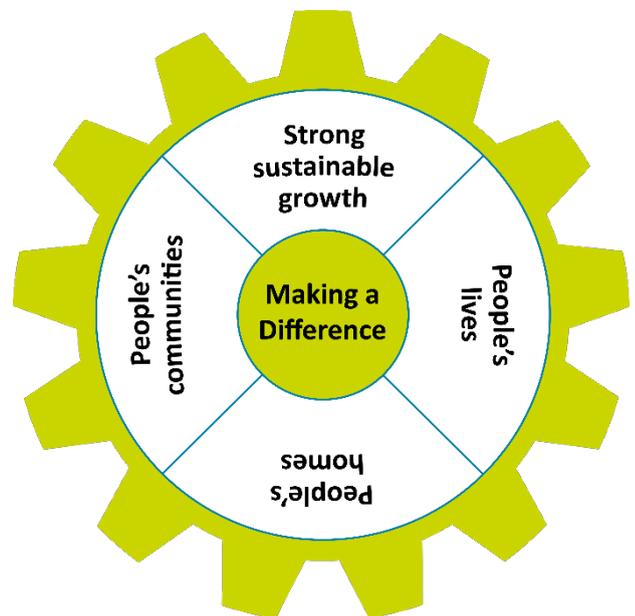
Each cog is focussed on providing practical guidance and tools centred on making our Vision a reality using our Core Values, Leadership Values and Operating Principles.

Our Vision – making a difference

We know what we stand for, you see it in our established vision of ‘Strong sustainable growth to make a difference to people’s lives, home and communities’.

There is a reality to this vision; it is a key ‘cog’ in our organisational system linking everything we do. It essentially defines our culture.

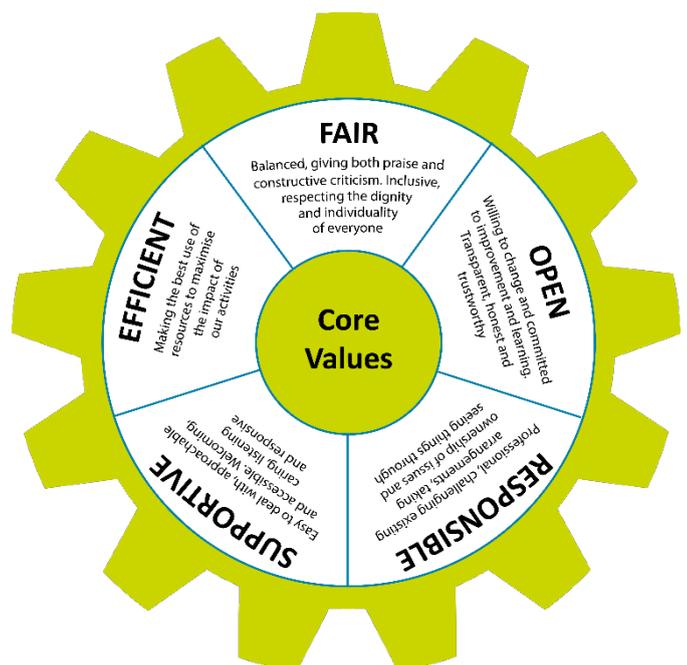
From the top to the bottom of the organisation ‘Making a Difference’ is a consistent theme, from the way we ‘buy right’, considering local and ethical manufacture, our ‘Making a Difference’ framework of grants and support for our residents through to our ambitious programme of building new homes with our ‘starting clean’ approach to setting up tenancies right, so people can set up a real home and thrive from the very start.



Our core values

The tone of the organisation is set by our longstanding and well understood **core values**, which act as our foundation and our guide to how we do what we do. ‘May the force be with you’ is a well-known quote, with the crucial difference that our **FORSE** sets out our core values; to be Fair, Open, Responsible, Supportive and Efficient.

Each value has a plain English description to set out clearly the behaviours required in a practical way.



Our leadership values

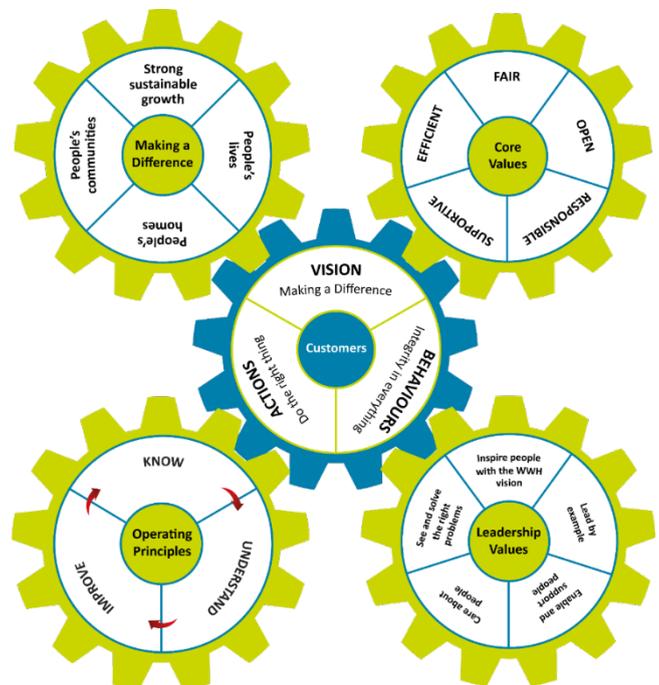
Built upon the firm foundations provided by our core values are our **leadership values**. All of our managers are leaders and use the leadership values to shape their behaviours and to support them in living out our values, making a real difference in their day to day work.

In reality, all staff act as leaders in a variety of settings with their colleagues and customers at different times and will need to understand and use the leadership values, as well as needing to understand what to expect of their own managers.

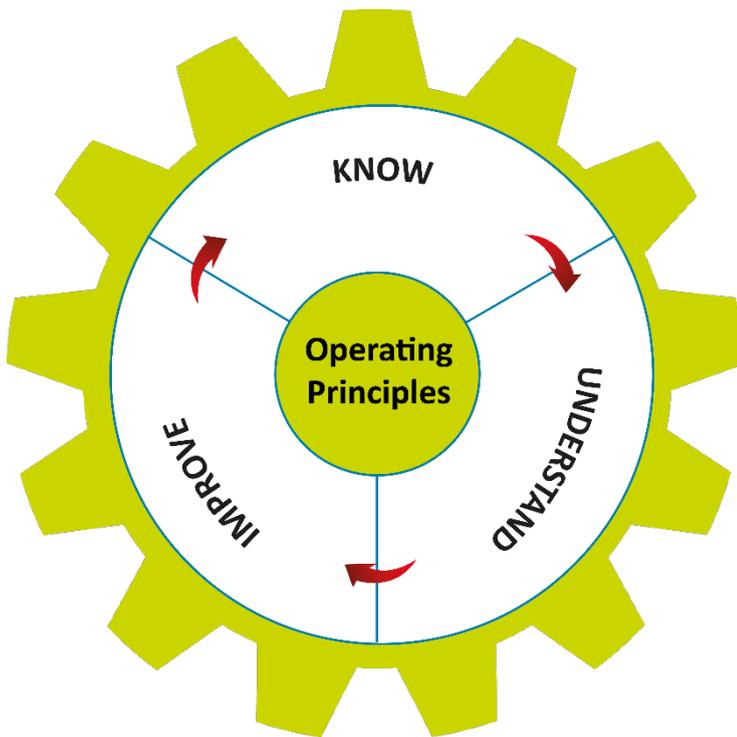


Functioning together as interlocking 'cogs', these factors define our culture and who we are. Our Investors in People Platinum award and our 5th placing in the 2020 Sunday Times Best 100 Companies (not for profit) list are testament to this.

However, our focus remains on our customers, both our residents and others who rely on our services. This has led to a growth in the range of services delivered by the Association over recent years.



Our operating principles



Our actions are guided by our Operating Principles. They are a practical tool to guide staff to 'do the right thing', using a continuous 'Know, Understand, Improve' cycle to deliver and improve services tailored to customers' needs.

Knowing what really matters to customers is the foundation to this approach as it allows current performance to be understood against a clear purpose.

Understanding the reasons behind both good and poor performance is a natural next step, allowing the underlying problems to be identified.

Potential solutions can then be understood in the wider business context, ensuring that business and wider legal requirements are met.

Improving performance is then a matter of systematically addressing underlying issues with appropriate solutions, whilst carefully measuring performance to make sure the improvement has been effective for customers.

Wales & West Housing Group

In 2010 WWH formed a group structure and in recent years has added various group companies to its family, Cambria Maintenance Services, Enfys Developments, Castell Ventures and Castell Homes.

Across the Wales & West Housing Group we have over 680 employees.

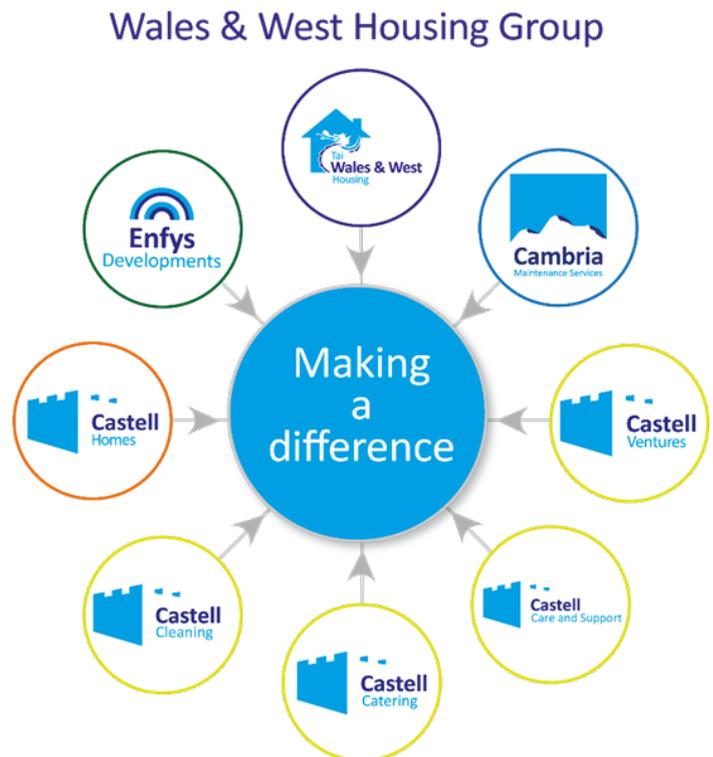
Cambria commenced trading in 2011 providing reactive maintenance services to two thirds of our homes and has since grown to encompass all WWH's homes across Wales delivering the majority of our maintenance and refurbishment work. This arrangement has provided secure local employment and investment and has led to effective, resident focussed, joined up, good value service delivery. Cambria currently employs around 170 staff.

Enfys Developments oversees the construction of the affordable housing programme which has seen almost 1,000 new homes in the last five years. Enfys procures the professional services used, and the contractors which build our homes.

Castell Ventures currently has three separate divisions, Castell Cleaning, Castell Catering, and Castell Care and Support. The first two speak for themselves as to their activity. Castell Care and Support is a fast-growing company, registered as a domiciliary care provider, providing care services in our extra care and supported housing schemes. Castell Ventures currently employs over 100 staff and delivers over 1,000 hours of care and support each week.

Castell Homes is at a very early point in its growth and will develop homes for sales in order to support additional affordable housing schemes. Castell Homes has completed two homes for sale to date, with a further three homes currently on site for 2020.

All this, the Group's culture and its growth in services, make for an exciting, open organisation full of opportunity to shape and champion customer-driven service delivery which is commercial, but with a truly social heart.



About the Opportunity

Due to an internal promotion we are excited to offer this opportunity for an individual looking to make a real difference to the lives of staff and communities across Wales. Working for the Director of Safety & Compliance you will play a key role alongside our existing Compliance Manager in supporting the business and staff in Wales' top not-for-profit organisation, as voted by our staff in the Sunday Times 'Best Companies to Work For' list.

What will you be doing?

Based from one of our three Head Offices (Cardiff, Ewloe, Newcastle Emlyn) you will provide strategic and dynamic leadership on all matters relating to health and safety for the Group and act as a duly appointed competent person for health and safety purposes. We are passionate about maintaining and building on our positive safety culture for the benefit of our staff and customers, which is what this role is all about. Supported by the Director of Safety & Compliance, you will develop and manage arrangements for identifying, documenting, assessing, controlling, and embedding health and safety across the Group.

Our approach to managing and delivering services is to put our people at the centre of what we do, ensuring that our values are not compromised, even in the toughest of situations. Our values are important to us and they drive the way we behave. We coach managers and staff to improve what they do and how they do it to achieve a safer working environment.

In return for your hard work, commitment and creativity, you will enjoy an environment focused on your continued growth and development, flexible working patterns and a great benefits package.

Who are we looking for?

To succeed in this role:

- You will have a genuine passion and interest in what we do as an organisation and in Health and Safety as a profession.
- You will have a recognised health and safety qualification, equivalent to European Qualifications Framework (EQF) Level 6, such as NEBOSH Diploma in Occupational Health and Safety or MSc Occupational Health & Safety and extensive knowledge and experience of relevant legislation and management systems.
- You will have proven experience of working in a related health and safety role, ideally in a management role.
- As a natural leader and influencer you will be passionate and skilled in the creation of effective approaches and systems to drive positive behaviour around safety.
- Leading a team of five staff members and supported by the Director of Safety & Compliance you will have the resources and opportunity to shape and develop a

safety culture at the heart of a forward thinking and successful organisation making a difference to people's lives, homes and communities across Wales.

To learn more about this role please see the role profile on page 15.

Executive Leadership



Anne Hinchey, Group Chief Executive

Anne joined the Group in 1999 and became Chief Executive in 2006. She has extensive experience in the housing association, voluntary and local authority sectors in Wales, after starting as a rent collector in 1985 in Cardiff. Anne has a BA in History & Politics, an MA in Education, and is a Fellow of the Chartered Institute of Housing.



Shayne Hembrow, Group Deputy Chief Executive

Shayne joined the Group in 2006 and became Deputy Chief Executive in 2012. He has more than 20 years of experience in housing and regeneration. Shayne spent seven years in the private sector before working for a local authority and then for the Audit Commission.



Steve Porter, Executive Director (Assets)

Steve joined the Group in 2008 and became Executive Director (Assets) in 2012. He has over 20 years of experience working in housing and construction for both local authorities and the housing association sector in Wales. Steve has a degree in surveying and a professional qualification in construction.



Stuart Epps, Executive Director (Resources)

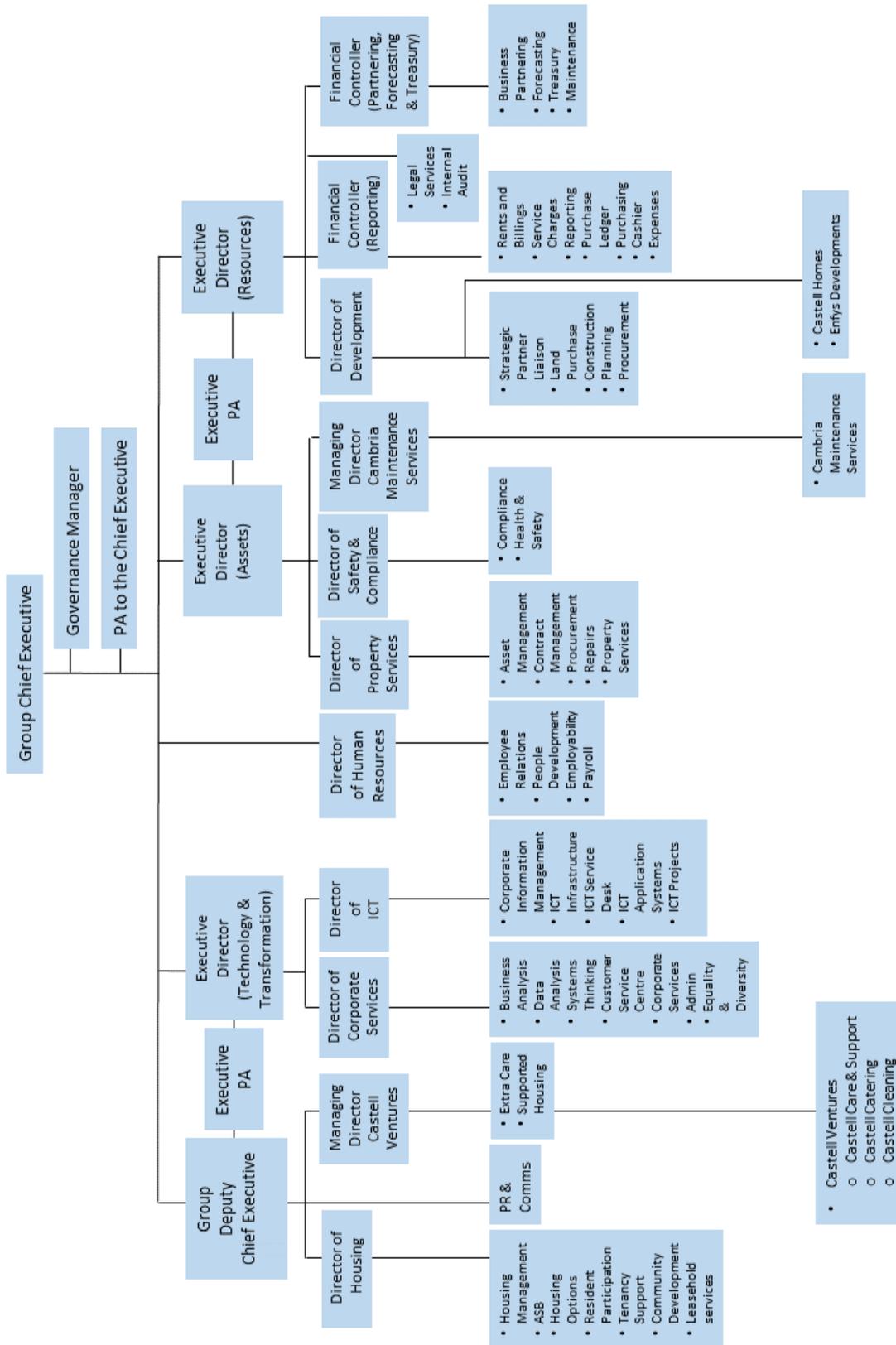
Stuart joined the Group in 2011 and became Executive Director (Resources) in 2016. He has over 20 years of experience as a senior finance professional in property development, consultancy in the built environment, audit, advertising and construction in Wales. Stuart is qualified as a Chartered Accountant.



Alex Stephenson, Executive Director (Technology and Transformation)

Alex has more than 15 years' experience in housing. Having joined the finance department in 2004 as a qualified accountant, he went on to become Head of Property Services and then Director of Corporate Services before becoming Executive Director (Technology and Transformation) at the beginning of 2020.

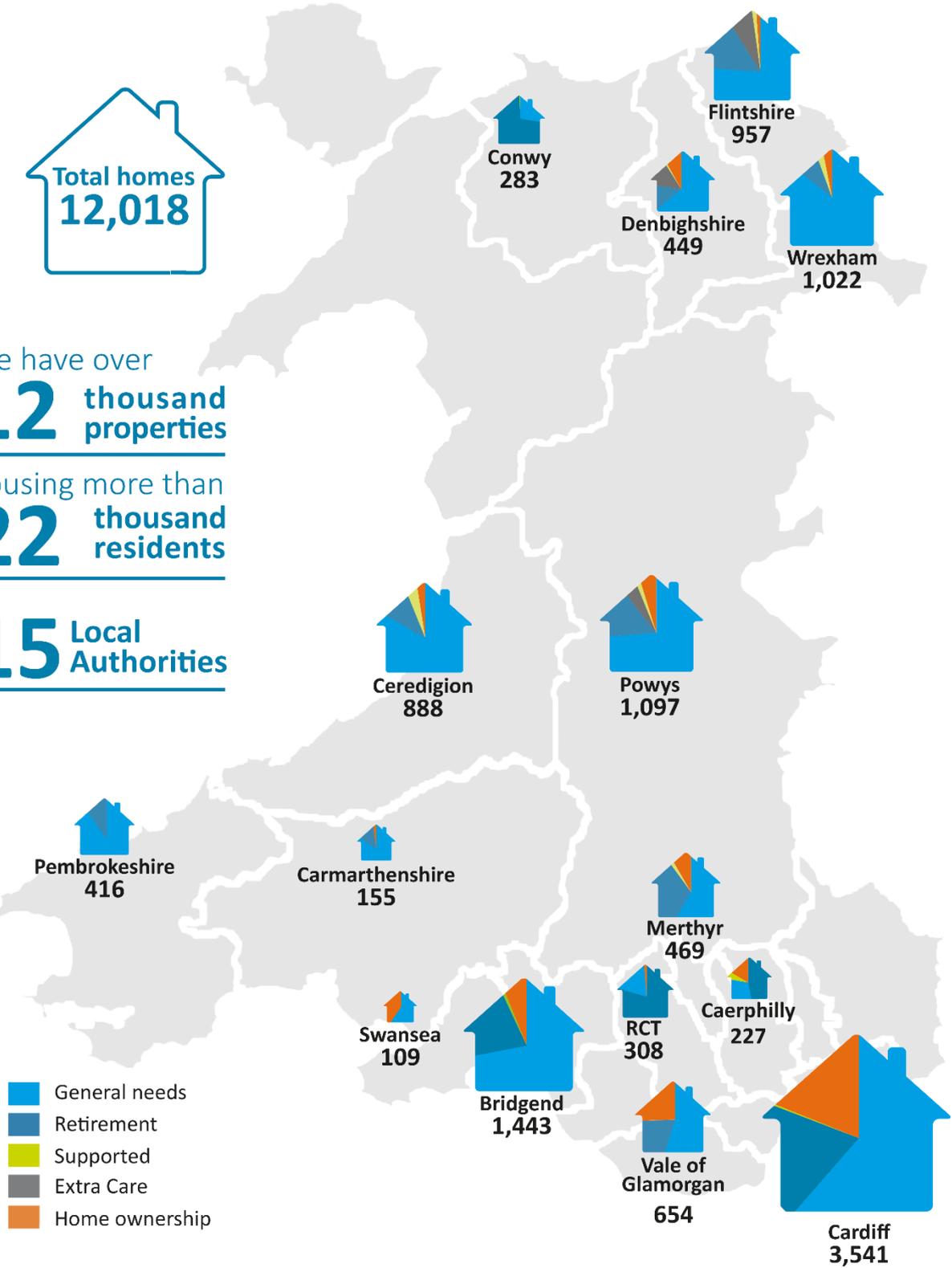
Organisation Chart



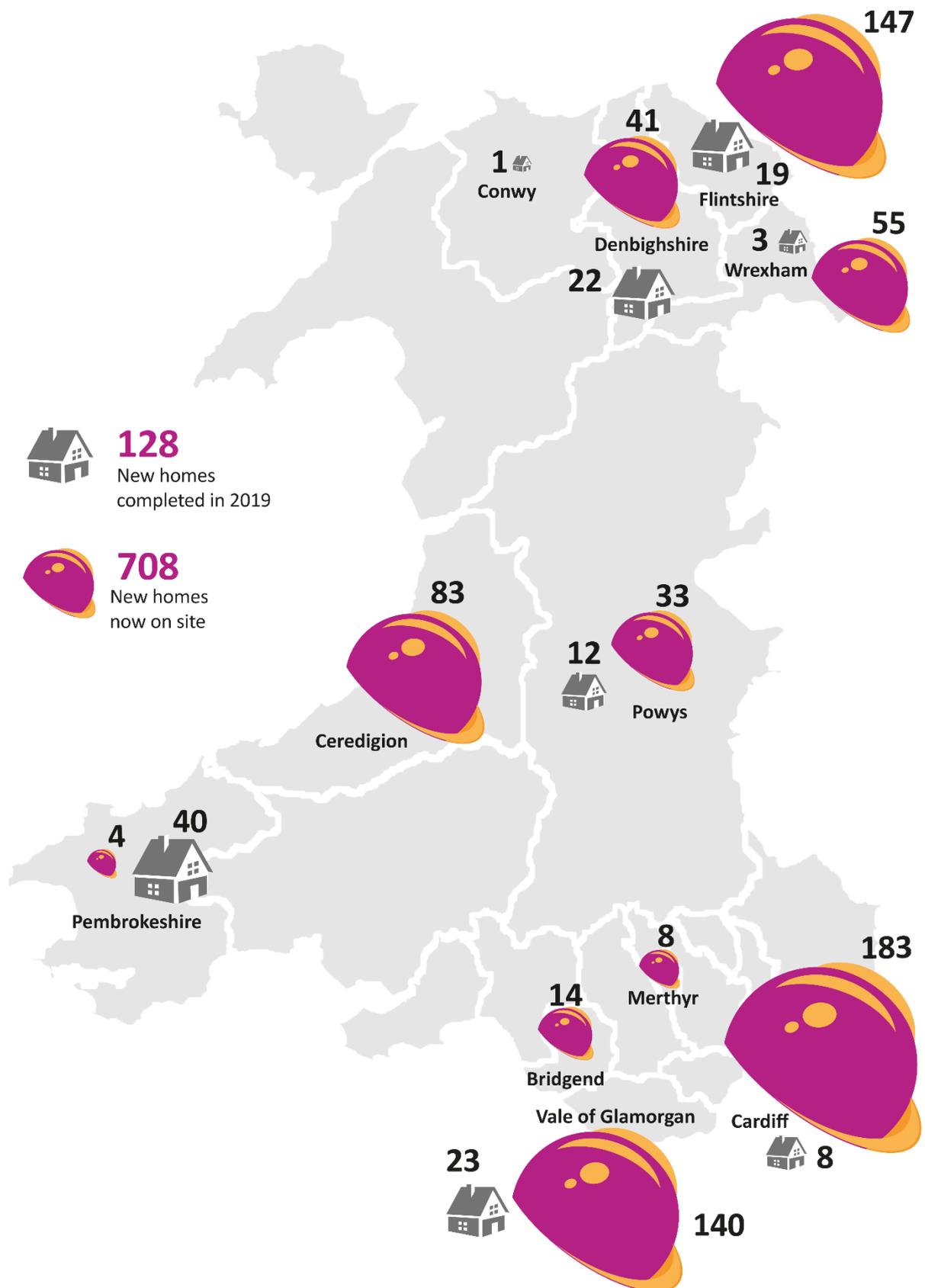
Where we operate



We have over
12 thousand properties
housing more than
22 thousand residents
in
15 Local Authorities



Where we are building



Role Profile



Job Title:	HEALTH & SAFETY MANAGER
Responsible to:	DIRECTOR OF SAFETY & COMPLIANCE
Responsible for:	HEALTH & SAFETY OFFICERS AND HEALTH & SAFETY ASSISTANT
Band:	J

Job Purpose

In relation to the Wales & West Housing Group:

- To provide strategic and dynamic leadership on all matters relating to health and safety for the Group.
 - To be a duly appointed competent person for health and safety purposes.
 - To be a duly appointed responsible person for health and safety purposes.
 - To ensure the effective development, maintenance and management of suitable arrangements for identifying, documenting, assessing and controlling health and safety across the Group.
 - To ensure that statutory, regulatory, legal requirements and moral responsibilities for the health and safety of staff, contractors, customers and any visitors who may be affected are met.
 - To promote and support a positive safety culture across the Group.
 - To keep up-to-date on all safety matters including new and changes in current legislation, regulations, codes of practice and ensure that information on these matters are brought to the attention of managers and employees.
 - To ensure that external competent consultant advice is taken where relevant and necessary.
-

Accountabilities

Policy development

- To lead on developing policies and procedures in relation to health and safety and to evaluate other policies and procedures to consider health and safety implications.

Research

- To carry out research and analysis of statistical information, legislation, regulatory guidance and good practice relating to health and safety and to present findings as appropriate.
- To research, initiate and participate in the development of initiatives to address health and safety issues.
- To advise on the implications of current and emerging health and safety legislation, including evaluating options, making recommendations and generating action plans to ensure compliance across the Group.

Investigations

- Provide support including investigations following health and safety failures across the Group.
- Ensure the Group has a systemised approach to recording of and learning from accidents, incidents and near misses.
- To provide management information in respect of accidents/incidents statistics.
- To ensure that monitoring and control of all forms of absence from industrial injury is taking place to enable proactive resolution of problems in conjunction with managers and HR.
- To report notifiable accidents and incidents to the relevant authorities and relevant colleagues and ensure learning where possible.
- To oversee the process of settling Insurance Claims where there are health and safety implications and learn lessons from such claims
- To answer Employers Liability Claims, including liaison with relevant solicitors and others, as required, including reporting issues back to senior management.

Advice and guidance

- To provide advice and guidance to Board members, staff, contractors and residents in relation to all health and safety issues.
- To provide verbal advice on a one to one basis, by attending meetings of groups of staff or residents and by being part of project groups.
- To provide written guidance and information via reports and good practice guides.
- To develop, organise and / or deliver health and safety training sessions where appropriate.
- To raise awareness of health and safety issues among staff, residents and partners.

Networking

- To share information and guidance across the Group and to network externally with other organisations on health and safety issues.

Co-ordination, Implementation and Planning

- To plan, and implement, short, medium and long term health and safety objectives, to establish and monitor those objectives and performance standards.
- To co-ordinate health and safety activities across the Group, working with departments to identify health and safety issues and assisting in developing and implementing programmes to address these, including developing cross-functional action plans.

Monitoring / audit

- To ensure that the Group's approach to health and safety is implemented consistently across the Group, taking into account the operating context of Group companies.
- To ensure effective audit arrangements of the Group's approach to health and safety.
- To ensure routine health and safety activities and checks are carried out e.g. testing of portable electrical appliances, fire risk assessments, risk assessments.
- To monitor effectively the activity in relation to health and safety and to provide advice to others on health and safety monitoring.
- To ensure that databases and records are up to date, comprehensive and accurate at all times.
- To carry out inspections and audits in all Group workplaces to identify unsafe plant, unsafe working conditions and practices and fire hazards. To take such remedial action as deemed necessary including the ordering of such work to be stopped / hazard removed whilst a report is made to the appropriate Director / Head of Service with a recommendation for remedial action.

Legal requirements

- To ensure that all Group entities meet all statutory and best practice requirements in relation to health and safety, including (but not exclusively) inspections, risk assessments, COSHH, first aid, fire regulations and RIDDOR.

Leadership and Management

- Effectively manage, motivate and develop your direct reports in accordance with the Association's Performance Development process, undertaking regular Development Conversations to support and develop your team and maximize their potential.

Understand and apply the WWH Leadership model in order to demonstrate effective skills and behaviours to lead with confidence

General

The above responsibilities should be read in conjunction with all express contractual terms relevant to your employment and any other non-contractual Policies and Procedures published by WWH, which are amended from time to time.

In addition to the specified Job Purpose and Accountabilities all staff are expected to:

Equality

Proactively promote the principles and practices of equality of opportunity, to ensure its effective implementation within their own work and the work of team members, as appropriate and to abide by and support the WWH Equal Opportunities Policy as an integral part of all duties.

Health and Safety

Understand their personal responsibilities for ensuring the highest standard of Health and Safety towards themselves and others (e.g. colleagues, team members, residents, the public, etc.). Understand the WWH Health and Safety Policy, including details of relevant responsibilities for employees, managers and senior staff members as well as the consequences for failing to follow them.

Confidentiality

Have a duty of confidentiality to residents, staff/colleagues, and any other persons or organisations data/information that may be used or held by WWH. All data/information should be treated as confidential and should only be collected and/or disclosed on a need to know basis and where a legal basis has been satisfied in the relevant legislation.

Under no circumstances should any personal data/information or sensitive personal data/information or business sensitive data/information be divulged or passed on to any persons or organisations that are not permitted to receive such data.

Data Protection

In line with legislation, and organisational policy, all personal data/information will be processed in line with the Data Protection Act 2018. This includes how staff collect, use, retain, share and destroy personal data/information.

Value for Money and Financial Regulations

Understand that when involved in making decisions to procure goods or services, staff are responsible for doing the right thing to ensure that value for money is achieved. This may involve conversations with specialist or more senior members of staff before any commitment to purchase is made, seeking approval in accordance with the Delegated Authority List and the Financial Regulations. All purchasing decisions and any costs

incurred on behalf of WWH must be reasonable, made in a responsible manner, supported by a genuine business need and represent good value, in accordance with WWH policy and procedure.

Learning and development

Attend and engage in all training identified as necessary to the role. This may involve achieving competency in specific areas to ensure legislative compliance and participating in developmental training to promote organisational culture. Staff will also be required to participate fully in the WWH performance development process and personally commit to identifying, achieving and maintaining the skills and qualities required to fulfil their role and maximise their potential.

To undertake any other duties requested by the Line Manager, which are consistent with the overall purpose of the post.

Knowledge/Skills/Experience

Essential

Essential

- An up to date knowledge and understanding of all relevant health and safety law.
- Knowledge and experience of delivering and maintaining health and safety management systems.
- Evidence of a recognised health and Safety Qualification, such as NEBOSH National Diploma in Occupational Health and Safety.
- Proven experience of working in a related health and safety role.
- The ability to generate new ideas or new ways of working and 'sell' these effectively to others.
- Strong negotiating / influencing skills.
- Ability to travel.
- Skills and experience to undertake the role and accountabilities as set out above and behaviours which demonstrate the WWH values.
- Car user, valid licence, provision of own vehicle.

Desirable

- Ability to speak Welsh.
- Evidence of continuing professional development.
- Experience of managing an effective team.
- A relevant Fire Safety Qualification, such as NEBOSH Fire Certificate.

Summary of main benefits

Working for WWH gives you access to a great range of benefits such as flexible working, a generous annual leave entitlement, competitive salaries and a range of health and wellbeing benefits:

Great pay - We offer a competitive salary with an annual review.

Annual leave - You are entitled to 25 days leave per year, plus the designated statutory bank holidays and an extra company holiday at Christmas. In addition, your leave entitlement will increase by one day on the 1st January of each year up to a maximum of five additional days. All our annual leave benefits are calculated on a pro rata basis if you work part-time. On top of this, you also have the option to buy or sell up to one week during each holiday year.

A choice of pensions - We know that financial security has a positive effect on wellbeing whether you are close to retirement or not. We offer a choice of two pensions with the Social Housing Pension Scheme (SHPS): a CARE Defined Benefit Scheme and a Defined Contribution (DC) Scheme.

Employee wellbeing - Our staff are important to us. That's why we're committed to offering the widest possible range of working arrangements to support and promote your wellbeing. We provide information, support and initiatives to help you live the life you want (and our Cash Plan allows you) to be more health conscious by taking away some of the financial burden of healthcare for routine treatments, such as dental, optical and physiotherapy, up to an annual policy limit.

Supporting through illness – if the unfortunate happens and you are unable to work through sickness, illness or injury WWH supports you with a generous occupational sick leave scheme, role adjustments, occupational health advice and an employee assistance programme.

Flexible working - At WWH we genuinely believe in the importance of a balanced lifestyle where you can achieve your best at work and manage other areas of your life effectively. Flexible working is a widely used benefit that is enjoyed by many staff at all levels. Having a healthy and flexible work-life balance is about finding the right solution to combine work with your personal responsibilities and aspirations while providing WWH with flexibility in order to provide better services.

Learning and development - We value our people highly and want to invest in providing the right support and skills to really make a difference in the services we provide. Learning and development is an integral part of our business and we regard the development of our staff as a key responsibility of everyone's role. All staff must make a personal commitment and investment of time to access learning and development opportunities that will enhance personal growth and develop skills and behaviours. All staff attend a Corporate Induction programme and have regular meaningful 'Development Conversations' about their development and work, how it's connected to the work of others and how we work together to support WWH's values and operating principles. We also have a bespoke WWH leadership programme, which all staff can benefit from.

Annual staff survey - Another way we listen to staff is through our annual staff survey that seeks confidential feedback on how we are doing.

The little things - In addition to all these great benefits, we believe that the little things also make this a great place to work. We hold annual loyalty awards as a 'thank you' to staff who have been with WWH for many years. We provide free tea, coffee, water and kitchen facilities; free parking; corporate gym membership rates; staff social events including an annual conference and party; charity fundraising events including dress down Fridays; reasonable use of office facilities, e.g. photocopying and internet for a small monthly contribution; and an extensive range of savings and discounts from local retailers.

How to apply

Thank you for your interest in this position. This information will help you complete your application.

In application for this role, we would like you to forward your CV to hr.recruitment@wwha.co.uk including a cover letter explaining what attracted you to apply for the role, and how your skills and experience meet the responsibilities of the role.

Assessment will be conducted via Video call.

If you require any more information about this role, please speak to Martina Melbourne on **07970675480** or email the Human Resources Department at hr.recruitment@wwha.co.uk.

It is your responsibility to ensure that we have received your application. If you don't receive confirmation of receipt of your application from us within 24 hours of sending, please call 02920 415311 to make sure it has arrived.

For additional information about Wales & West Housing please visit www.wwha.co.uk



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Website: www.wwha.co.uk



@wwha

 [wwhahomesforwales](https://www.youtube.com/wwhahomesforwales)

