

Job title:	Customer Safety Fire Inspector
Directorate:	Commercial Services
Date written:	April 2024
Notice period:	1 month
Job grade:	GG5-9
Job code:	1664

Purpose of job

Responsible for providing monthly fire safety checks of communal areas and fire safety equipment including all fire door inspections, across all Abri diverse geography to ensure customer safety and meet the requirements of the Fire Safety England Regulations 2022.

Support the Fire, Building Safety & Compliance teams and wider business, with ongoing monitoring and assessment in respect of Fire and Building Safety. Providing on site remedial changes and advice ensuring that suitable controls, processes, and procedures are in place.

Key duties and responsibilities

- In accordance with the Regulatory Reform Fire Safety Order, ensure high levels of customer safety are achieved through thorough and detailed inspections of communal areas within all buildings, ensuring fire assets are tested and fire safety notice boards & Secure Premises Information boxes are audited/kept up to date.
- Undertake visual monthly checks and/or testing of key firefighting equipment such as fire-fighting lifts, fire-evacuation lifts, inlets and outlets for dry and wet rising mains, smoke control systems, suppression systems, fire detection and fire alarm systems including any linked to ancillary systems such as smoke control systems; evacuation alert systems, automatic door release mechanisms; plus check that all wayfinding signage, fire escape signage, fire action notices and fire door signage are present and correct
- Carry out a Quarterly communal fire door inspections and annual customer flat front door inspections recording defects via Fire Door Inspection app. Carry out on site minor adjustments to minimise any fire risks.
- Audit on-site contractors carrying out works are not breaching fire compartments and have relevant mitigation and controls in place to manage fire risk. Assist stakeholders with pre-contract site meetings.
- Assist Fire & Rescue Service with familiarisation visits and fire safety audits and support FRA & building Safety team with actions arising from formal regulatory contact.

- Liaise with key stakeholders to ensure any faulty/out of service fire-fighting equipment is reported by the business to the local Fire & Rescue Service.
- Act as a point of contact for visiting contractors in respect of access arrangements and appointments to enable the prompt completion of fire and building safety assessments / works.
- Act as a point of contact for customers in respect of fire safety enquiries, providing safety advice in relation to fire doors, clear corridors, clear balconies, and specific evacuation strategy of the building, signposting & escalating concerns as appropriate.
- Assist in carrying out customer Personal Emergency Evacuation Plans (PEEPs)/Person Centred Fire Risk Assessments (PCFRAs), identifying and documenting any additional customer evacuation requirements.
- Enforce the 'clear corridor' policy including issuing Tort notices, organising removal and storage of goods, and eventual return or disposal.
- Actively participate in community events, promoting customer engagement, highlighting the importance of fire safety with stakeholders.
- Ensure repairs that are not completed in a timely manner is escalated and chased with relevant stakeholders.
- All other duties commensurate to the role.

Knowledge, skills, and experience required.

- Good knowledge of relevant codes of practice and regulations associated with Fire Safety, Fire Doors and Fire safety equipment and signage.
- Experience working in a customer service role.
- Knowledge and experience of Microsoft applications and similar Housing Management system such as Open Housing.
- Excellent communication skills, a flexible team player personality with the ability to work in a rapidly changing environment.
- Ability to complete and maintain records accurately in accordance with Abri policies and procedures.
- Enjoy problem solving, always looking to improve on current working practices.
- Be able to work under pressure and prioritise workloads to deliver an outstanding service to the partnered departments.
- Full driving licence and/or the ability to travel in a timely and efficient manner to visit tenants, sites and attend meetings, frequently located in areas not covered by public transport.

- Demonstrate our Values and Behaviours.
- Experience in the Housing Sector would be preferable.
- Be a strong team member and possess a personal drive and ambition to make a difference.
- Demonstrate our Value and behaviours.