



Job title: Health and Safety Officer (Property and Transport)

Location: Office-based in London with flexibility to work remotely

Hours: 21 hours per week (Fridays fixed)

Reports to: Head of Health and Safety

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

As a key member of the Services and Support team, to work with groups that provide transport services to their members and/ or own property. This includes travel across the UK to provide support and/ or training as needed to these groups.

To manage the audit process, monitor and record compliance with the 'MS Society health and safety risk management framework' on property and transport and ensure materials in the framework are consistently and effectively used.

To contribute to the overall implementation of the Health and Safety team's objectives.

Key Relationships:

Internal

The post holder works closely with volunteers, primarily within the group network; people affected by MS; the Health and Safety administrators; members of staff within the Services and Support Directorate; Day Centre Managers; Shop Managers or similar staff employed by some groups.

They will also provide advice and support to members of the Customer Services team to help them fulfill their responsibilities to manage and implement health and safety within each of the MS Society's offices.

External

The post holder works occasionally with staff in other voluntary and community organisations involved with people with long term conditions and/or disabilities.

Detailed Responsibilities:

1. Business plan implementation

- Planning work to ensure the achievement of deadlines.
- Focusing work to deliver the team's business plan and contribute to the achievement of the Society's strategic aims and priorities.
- Contributing to a clear focus on driving improvements in quality, impact and performance.

1 Application of the Risk Management framework

- To manage the audit process as carried out by our external auditors and where appropriate audit the activities carried out by groups (in particular property and transport).
- To follow the system in place for processing audits to enable seamless monitoring and recording of compliance by the groups.
- To follow up on audits to ensure non-compliance is rectified.
- To update property and transport health and safety records in a timely and accurate manner in line with the reporting requirements of the MS Society.
- To provide timely and accurate information/ reports on this area of work.
- To provide training and support for groups to enable them to fulfil their responsibilities for Health and Safety in line with the 'MS Society health and safety risk management framework'
- To work with volunteers to gather feedback on 'MS Society health and safety risk management framework' in order to improve processes and documentation.
- To work with colleagues who set up and manage events and fundraising activities providing advice and guidance in line with appropriate risk management system.
- To investigate accidents and incidents as appropriate and follow up with groups and/ or staff on outcomes and any changes to 'MS Society health and safety risk management framework.

2. Manage and oversee the DSE assessment process for employees

- To review the existing system for DSE assessment
- To develop these to ensure they meet with the legal requirements
- To provide ongoing management of the process in conjunction with those supporting it.

3. Working with volunteers and employees

- To develop a good understanding of the work of groups.

- To provide support for groups and employees to enable them to fulfil their responsibilities for health and safety in line with the 'MS Society health and safety risk management framework'
- When appropriate, to carry out health and safety inspections to ensure groups and employees are able to conform to the required health and safety standards.

3. Communications with groups

- To work directly with groups and employees following audits to resolve any areas of non-compliance.
- If group visits are needed attempt to meet everyone's needs and requirements.
- To identify and feedback on examples of good practice at group level.

4. Monitoring and Reporting on Performance

- Monitoring performance information against objectives, outcomes and KPIs.
- Taking corrective action in a timely manner when necessary.
- Contribute to the impact measurement of the teams work in accordance with the MS Society's outcomes framework.

General

- Compliance with MS Society's governance procedures, MS Society policies and procedures.
- Contribute to a positive working environment in which equality, diversity and inclusion are valued and staff are enabled to do their best.
- Contribute to the work of the broader team.
- Responsible for the effective use of financial and other resources.

Other Duties

- Be based in the UK and prepared to travel sometimes at short notice, to investigate incidents or attend meetings across the UK. To be away from home overnight, as the job reasonably demands. Some out of hour and weekend working will be required.
- To undertake any other works as could be expected of a Health and Safety Officer.

Person Specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Qualifications

Essential

- A levels/ equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills
- NEBOSH National General Certificate

- Trained Display Screen Assessment Assessor
- Member of Institute of Occupational Safety and Health
- Evidence of continuous professional development

Experience

Essential

- Experience of working with in house Health and Safety systems that cover risk areas associated with a volunteer group network.
- Experience of managing and overseeing an organisation's DSE system
- Experience of working with volunteers.

Knowledge and skills

Essential

- An in-depth up-to-date knowledge of Health and Safety legislation and practices, particularly as these relate to the voluntary sector.
- Experience of transport for people of all abilities run by the voluntary sector with a working knowledge of the related legislation.
- A working knowledge of the management of properties run by the voluntary sector.
- A working knowledge of DSE requirements and how to assess and apply them in a practical way.
- Knowledge of risk assessment, inspection and auditing procedures.
- Ability to adapt to a bespoke system where following the systems and attention to detail are essential.
- Good organisational and workload management skills, with the ability to prioritise and organise workload and tasks logically.
- Excellent written and verbal communication skills.
- Able to provide timely and accurate information/ reports on activities and plans in an easily understandable form.
- Able to work with our contractors and manage the audit process effectively to achieve its stated objectives on time.
- Self-motivated, uses own initiative and works with minimal supervision.
- Demonstrable commitment to collaborative team work.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Excellent interpersonal skills and able to influence/ persuade a diverse volunteer base.
- Diplomatic, tactful and sensitive to the needs of volunteers and staff.
- Competent with MS Office, particularly Word, Excel, PowerPoint, Outlook, Teams and the internet.
- Working knowledge of SharePoint.
- Driving licence

Employment terms

Grade: Band F Level 2

Signed by post holder

Signed by Executive Director

Date

Date



MS SOCIETY JOB DESCRIPTION

MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>

Collaborative working	<p>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	Together
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	Together Expert
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	Bold Together
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	Together
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p>	Bold Expert Ambitious

	As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.	Together
Tech Savvy	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p> <p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	Bold Ambitious