Role Profile

Post Title:	**Service Support Officer (Housing)**
Grade:	**8**
Date Created:	**14th October 2026**

ROLE DEFINITION

To assist and support Senior Management within Housing Services with specific responsibility for Health and Safety initiatives to support tenants and staff.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Support management in completion of workplace inspections and follow up on outstanding actions to ensure compliance.
- Liaise with PMI and Scottish Fire and Rescue Services (SFRS) to monitor completion of fire safety actions through the Fire Risk Assessment (FRA) tracker.
- Undertake audits and inspections of Housing Services properties to monitor compliance with health, safety and fire safety requirements.
- Maintain accurate records, reports and performance information relating to health, safety, fire safety and risk management activities throughout Housing Services.
- Support and actively contribute to the completion of Housing's Health & Safety Action Plan, ensuring progress against identified actions.
- Liaise with and support the Corporate Health & Safety Team and the delivery of Health & Safety initiatives and compliance activities across Housing Services.
- Monitor and review Health & Safety performance data, identifying trends and support the implementation of additional controls measures where required

- Attend quarterly Health & Safety meetings and provide updates.
- Actively promote wellbeing campaigns by encouraging Health and Safety best practice throughout the Council.
- Support employees/management after an incident has occurred ensuring immediate action is taken and remedial measures are put in place.
- Liaise with Health & Safety looking at incident trends and review control measures.
- Assist managers with the development, review and implementation of suitable and sufficient risk assessments.
- Raising awareness of causes/ types of incidents and assisting in the development and delivery of Health and Safety communications including Toolbox Talks.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• HNC level qualification in a relevant discipline, or equivalent OR equivalent experience	•	• Application Form • Interview
Experience	• Use of IT systems & packages • Analysing results/trends	• Microsoft Office experience	• Application Form • References • Interview
Specialist Knowledge	• Awareness of current Health & Safety legislation • An understanding of the business functions that will be supported in this role	• IOSH Managing Safely	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills • Organisational skills • Ability to work unsupervised and generate/prioritise own workload • Communicate effectively at all levels • Work to tight timescales and deadlines	•	• Application Form • References • Interview

	• Interpersonal skills • Report writing skills • Work in a fast and demanding environment		
Other	• Willing to undertake training • Flexibility to work in other sections as required • UK Driving Licence	• May be required to attend out of hours meetings	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind