

Job Description

POST TITLE:	Accident & Incident Officer
DIRECTORATE:	Climate, Homes & Economy
SERVICE:	Resident Safety
GRADE:	PO1
LOCATION:	Hackney Service Centre / Flexible
RESPONSIBLE TO:	Head of SHEQ - Resident Safety
RESPONSIBLE FOR:	No Direct Reports

Hackney Values

Our Vision:

“We’re working to make Hackney a place for everyone, where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services and public spaces, thriving businesses, and strong communities; a place that celebrates diversity, and where everyone can feel valued, included, and involved.”

The Values represent what we are, but also what we aspire to be! Our Values will help us achieve our Vision for Hackney. They will help guide managers, set our service planning, recruit the right staff, and align the behaviours we want everyone to model so we achieve the best for residents.

We act with Purpose and Respect

We foster a workplace of true belonging through active inclusion and allyship. By communicating with kindness and demonstrating good intent, we create a safe space for open dialogue. We listen to understand, ensuring every voice is valued in our collaborative, supportive community.

We take Ownership of our actions

We champion personal ownership and proactive collaboration, remaining solution-focused and dedicated to our service. Committed to continuous learning, we maintain a healthy culture by addressing poor performance and toxic behaviour directly and effectively, ensuring every team member stays accountable to our shared success.

We lead with Unity and celebrate Diversity

We lead by example through transparency and honesty, applying all standards fairly and consistently. By breaking down silos, we work together as one Council, championing anti-racist behaviour and ensuring our collective actions reflect the integrity and unity of our community.

Overview of Job Role

The London Borough of Hackney is committed to delivering safe, high-quality services for its residents, staff, and partners. As part of our focus on continuous improvement and a proactive safety culture, we are recruiting for an Accident and Incident Officer within the Safety, Health, Environmental Quality Team.

This is a vital role focused on managing the full lifecycle of accident and incident reporting across the council's operations, with a particular focus on the Direct Labour Organisation (DLO), and incidents reported by residents and contractors.

You'll play a key role in ensuring all incidents are properly recorded, investigated, and analysed to support service improvement and regulatory compliance. By identifying trends and root causes, your work will directly contribute to improving safety performance and reducing risk across the organisation.

This is a great opportunity for someone who is detail-oriented, analytical, and passionate about making a real difference in public sector safety and wellbeing.

Purpose of the Job

We are seeking a proactive and detail-oriented Accident and Incident Officer to join our Health and Safety Team. This key role is responsible for managing the end-to-end process of all reported accidents and incidents within Hackney's Direct Labour Organisation (DLO), as well as those reported by residents and contractors.

You will ensure all incidents are logged accurately, investigated appropriately, and closed out in a timely manner. The role includes producing trend analysis and conducting root cause analysis to help drive continuous improvement in safety performance across the borough.

Corporate Accountability

The Accident & Incident Officer will actively support Hackney Council's strategic vision by fostering a collaborative 'one organisation' approach, ensuring that building safety initiatives align with the Directorate's goals and contribute to achieving corporate priorities. The postholder will build and maintain strong, constructive relationships with elected members, providing professional advice and updates to support their strategic oversight roles, while engaging effectively with internal teams, external stakeholders, and residents to ensure shared understanding and implementation of building safety objectives.

A champion of equality, diversity, and inclusion, the Accident & Incident Officer will promote non-discriminatory practices and ensure that building safety services are accessible, inclusive, and responsive to the needs of disadvantaged and vulnerable groups. They will represent the Council in corporate initiatives and cross-departmental programmes, ensuring that building safety priorities align with Hackney's broader strategic goals and values, while acting as an ambassador for excellence in safety compliance and housing standards.

The postholder will support the delivery of strategic objectives within the context of financial constraints, ensuring resources are used efficiently and cost-effective safety practices are implemented without compromising quality or resident well-being. They will also contribute to corporate leadership discussions and play an integral role in shaping the Council's long-term vision, using their expertise in building safety to inform key decisions and advocate for innovative solutions and continuous improvement. Through this, the Accident & Incident Officer will contribute to maintaining Hackney's reputation for high standards and resident-focused services.

Main Responsibilities

Key Responsibilities:

- Receive and log all reported accidents and incidents from internal teams, residents, and contractors.
- Maintain a secure and accurate accident and incident database.
- Monitor open cases and ensure timely investigation, follow-up, and closure in line with internal procedures.
- Work closely with operational teams (e.g., DLO, contractors) to gather information, identify contributory factors, and support incident resolution.
- Escalate serious incidents in accordance with escalation protocols and statutory reporting requirements (e.g. RIDDOR).
- Conduct or support root cause analysis for significant incidents to identify underlying issues.
- Prepare and present regular reports, trend analysis, and insights for Health and Safety leadership and other key stakeholders.
- Contribute to the development and review of safety procedures and training where patterns or recurring issues are identified.
- Promote a culture of safety learning, openness, and accountability across services.
- This role supports the council's aim to provide safe, high-quality services and maintain high standards of health and safety for residents, staff, and contractors.
- Proactively provide support to operational managers in assessing Occupational Health to reduce absence from work, including coordinating vaccination programmes and ensuring health surveillance is completed and recorded as required by law
- You may be required to attend site visits, meetings, or investigations in the borough as part of the role.

Your Team

Reporting into: Head of SHEQ

Direct Reports: No Direct reports

Team Members:

1 x Head of SHEQ
1 x Accident & Incident Officer
1 x Training Manager
1 x Audit & Accreditation Manager 1 x Accreditation Officer

3 x Quality Assurance Inspectors 1 x Principal Designer
3 x CDM Advisors

Budget

£TBC

PERSON SPECIFICATION Skills & Qualifications

Behavioural Skills:

- Experience in overseeing and conducting accident investigations and implementing and communicating risk mitigation control measures to prevent recurrence.
- Strong health and safety experience within construction, property-focused social housing, repairs, maintenance, and compliance.
- Detailed knowledge of the practical application of current occupational health and safety legislation, best practice in accident and ill health prevention.
- Excellent stakeholder engagement and communication skills, with the ability to liaise effectively with residents, contractors, and senior management.
- Demonstrated ability to maintain confidentiality and handle sensitive information with discretion
- Proficiency in IT systems, including compliance tracking databases and reporting tools

Qualifications:

The below qualifications and memberships are essential for the role. Evidence of equivalent experience or actively working to achieve within the first 18 months of employment will be considered.

Academia:

Minimum of the NEBOSH General Certificate in Occupational Health and Safety or other appropriate equivalent qualification

NEBOSH HSE Introduction to Incident Investigation

First Aid at Work (FAW) - Level 3 Award

Memberships:

Membership of IOSH or other relevant professional body

Chartered Institute of Housing (CIH)

Experience & Knowledge

- Experience working in a health and safety, compliance, or operational risk role.
- Experience of conducting audits, inspections and incident investigations
- Strong understanding of accident and incident management processes.

- Analytical skills to produce accurate data trends and meaningful root cause analysis.
- Excellent communication skills to liaise with a range of internal and external stakeholders.
- Ability to manage sensitive information with discretion and professionalism.
- Highly organised and capable of managing multiple tasks and deadlines.
- Knowledge of housing maintenance environments or local government services.
- Understanding of relevant legislation and reporting duties (e.g., RIDDOR).
- Health and Safety qualification (e.g. NEBOSH General Certificate) or willingness to work towards one.

Personal Attributes

Personal Attributes:

Integrity

High ethical standards and honesty, with a strong commitment to transparency and accountability in all aspects of the role. Able to make tough decisions with fairness and consistency, always prioritizing safety and compliance.

Attention to Detail

A meticulous approach to safety, regulations, and processes, ensuring that every aspect of gas safety is thoroughly reviewed and that no detail is overlooked in the maintenance of high standards.

Empathy

A strong sense of empathy, particularly towards residents and stakeholders. Able to understand and address concerns in a thoughtful and respectful manner, fostering trust and cooperation with those impacted by safety measures.

Adaptability

Ability to adjust to changing circumstances, regulations, and challenges in the gas safety landscape. Quick to embrace new technologies, approaches, and ways of working that improve safety and service delivery.

Confidence

The ability to make informed decisions and take responsibility for them with confidence. Comfortable in leading teams and engaging with stakeholders at all levels, with the ability to influence and inspire others while remaining composed under pressure

Corporate requirements:

Commitment to LB Hackney's Core Vision and Values

Demonstrates a strong alignment with and dedication to the borough's core vision and values, actively working to uphold and promote Hackney's goals in all aspects of the role.

Commitment to a Culture of Learning, Development, and Empowerment

Actively contributes to and supports a culture of continuous learning, development, and empowerment within the organization, encouraging personal and professional growth for both themselves and colleagues.

Commitment to Equality of Opportunity and Celebrating Diversity

Fully embraces and supports the principle of equality of opportunity, ensuring that diverse perspectives are valued and celebrated in the workplace. Advocates for inclusivity and works to eliminate barriers to success for all individuals.

Commitment to Team Working

Strongly committed to working collaboratively as part of a team, valuing collective effort and promoting a positive, supportive working environment. Encourages open communication, cooperation, and mutual respect within the team.