

**Job Title:**

**Emergency Response  
Officer**

**Department:**

**Emergency Response**

**Reporting To:**

**Emergency Response  
Team Leader**

Please note: this job description outlines key responsibilities and duties but is not exhaustive. Additional tasks may be assigned as needed to support Magenta Living's goals and objectives.

## How your role will contribute to **Magenta Living's Purpose, Vision & Values:**

**Our Purpose:**

Empowering people is our purpose.

**Our Vision:**

We believe in opening doors to homes full of love, communities full of life and a world full of possibilities.

**Our Values:**

*'Do the Right Thing'.*

This is the thread that weaves our actions, decision-making, and connections.

- Patrol designated areas and respond promptly to emergencies.
- Support customers during and after incidents.
- Assess situations and escalate to emergency services when necessary.
- Provide key holding and key safe services.
- Liaise professionally with Police, PCSOs, public, contractors, and internal staff.
- Handle customer calls, assist with CCTV queries, and support Magenta Living contractors.
- Operate CCTV to gather evidence for criminal or tenancy enforcement.
- Prepare evidence and witness statements to legal standards.
- Ensure data management complies with regulations and company policies.
- Record incidents and breaches accurately and share with relevant teams.
- Monitor door entry systems to prevent unauthorised access.
- Manage door fob access software and support users.
- Use intercom systems to verify and respond to visitors.
- Conduct property inspections and minor remedial tasks.
- Report repairs requiring technical expertise.
- Identify and report health and safety concerns.
- Represent Magenta Living in court when required.
- Follow safeguarding procedures and report concerns.

At **Magenta Living**, our **Purpose, Vision & Values** aren't just words that sit on a page.

They serve as a constant reminder of **why we do what we do**.

*Let's all **#BeMoreMagenta**.*



## What you will bring to us:

### Essential Skills & Experience

- Professional approach and able to represent Magenta Living positively in all interactions.
- Maintain composure and sound judgment in emergency or high-stress situations.
- Technically competent and confident in using CCTV systems, access control software, and digital tools.
- Able to work collaboratively with colleagues, contractors, and external agencies.
- Committed to delivering excellent service and support to residents and stakeholders.
- Able to handle sensitive information responsibly and in line with data protection policies.
- Flexibility to work a 24/7 shift pattern, including Bank Holidays and the Christmas period.
- Willingness to provide “on-call” cover as part of the emergency response service.
- Full, clean UK driving licence.
- Commitment to wearing Magenta Living uniform and displaying official identification at all times.

### Education & Qualifications

- Security Industry Authority (SIA) Licence – Security Guard and/or CCTV (Desirable).
- European Computer Driving Licence (ECDL) – (Desirable).
- First Aid at Work (FPOS).

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**This role is subject to a mandatory DBS check.**

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