



Job Title:
Community Response Officer

Department:
Community Response

Reporting To:
Community 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).

This role is subject to a mandatory DBS check.

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