|  |  |
| --- | --- |
| **Job Title:** | Asset Manager |
| **Department** | Asset Department |
| **Reports to:** | Director of Asset Management |
| **Direct Reports:** | Asset Officer – cyclical & compliancePreventative Maintenance Operative |
| **Grade** | 8 |
| **Hours** | 35 hours week  |

This position holds responsibility for the planning, procurement and delivery of the Association’s major investment and cyclical maintenance programmes to provide value for money and ensure that the Association complies with all regulatory and statutory requirements.

**Purpose of the Role**

To lead and manage the Association’s investment plans for its assets and to ensure compliance with all legal, regulatory and good practice standards in relation to resident safety

With the Executive Team, to lead on projects which will drive up quality standards and innovate in the retrofit, maintenance and upgrading of homes

To manage the activities of the Asset and Property Services team, ensuring compliance with Group policy and procedure, as well as regulatory,legislative and good practice requirements in the delivery of:

* The Association’s Capital Investment Programme
* The Association’s Asset Management Strategy
* The Asset Management System and use of data to drive strategic and operational decision making regarding the asset portolio
* The Compliance and Quality Assurance programmes
* The Cyclical Maintenance Contracts.

With the Executive Team, to lead on the Association’s approach to decarbonising the Association’s homes.

To deliver excellent customer satisfaction outcomes in relation to the Association’s asset management programme.

Co-ordinate health and safety training for all Association employees and support the Director of Asset Management with health and safety requirements.

The post holder will be expected to deliver their duties while behaving in line with the organisation’s stated values. Our values are central to what we do and how we do it. They incorporate the importance that we place on people, services and quality.

* RESPECTFUL – we are honest, trustworthy and reliable
* ADAPTABLE – we are flexible and react to change
* DEDICATED –  we care about our purpose
* ASPIRATIONAL – we are forward thinking and committed to improvement
* RESPONSIVE – we are efficient and accountable.

**The key tasks for the post holder are set out below.**

**Asset Management**

* Provide leadership and direction on all aspects of the Association’s Asset Management Strategy (AMS).
* Ensure that the Asset Management Database is managed and maintained to provide accurate and quality management information to inform the Association’s financial and business plans.
* Ensure that planned investment and cyclical maintenance programmes are designed to effectively meet the needs of the Association’s housing assets and deliver on tenants priorities.
* Ensure the Association’s housing management system is fully utilised to record contract information and customer contact in relation to maintenance of the individual properties.
* Lead on process for incorporating new properties into the business and overseeing defects liability period in collaboration with Customer Services
* Provide financial projections as required for the short, medium and longer term investments within the BHA 30 Year investment plan.
* Provide accurate financial information annually to support the review of the component replacement values within the 30 year investment plan.
* Ensure the effective delivery of a 5 year stock condition inspection programme across all of the Association’s stock.
* Support the Director of Asset Management in the ongoing review and development of the Asset Management Strategy, Policy and Procedures.
* Maximise the use of ICT to improve efficiency, increase productivity and develop new and existing services.
* Actively seek ways to engage customers in shaping and influencing our services for the future through co-ordinated engagement pre and post major investment contracts and cyclical programmes
* Lead on initiatives to explore and implement use of new technologies and innovation in our homes.

**Investment Programme**

* Develop long term investment programmes consistent with the Association’s Business Plan and Asset Management Strategy.
* Develop and manage annual investment plan budgets.
* Procure major repair / investment contracts to deliver the annual investment programme.
* Ensure all investment contracts are effectively managed and maintained, including capital works being undertaken as part of void works.
* Ensure high standards of project management on site and high standards of quality control.
* Ensure good communication with residents affected by contracted works.
* Manage all risks relating to the annual programme of capital expenditure.
* Co-ordinate and manage the overall delivery of the Association’s Stage 2 & 3 Medical Adaptation programme.

**Cyclical Maintenance and Compliance**

* Establish a set of policies and practices to support the ongoing maintenance of assets and to ensure resident safety
* Establish and manage an annual programme of contracts to maintain the condition of assets and meet all statutory and regulatory requirements
* Ensure the Association is consistent with all safety and compliance requirements and meets its legislative and regulatory requirements including:
* Fire Safety
* Gas Safety
* Electrical Safety
* Water Safety (Legionella)
* Asbestos
* General Resident Safety
* Contractors Health and Safety Policies & Procedures
* Prepare annual budgets for cyclical work, procure contracts efficiently and effectively, and ensure effective on site management and control.
* Ensure good communication with colleagues and residents on all aspects of the cyclical programme
* Support and manage the Asset Officer (Compliance and Cyclical) to deliver and manage the Compliance and Cyclical Maintenance programmes
* Ensure that all the Association’s stock meets the external compliance standards such as Scottish Housing Quality Standard (SHQS), Energy Efficiency in Scottish Social Housing (EESSH) and Fire Safety Regulations.

**Procurement, Contract and Financial Management**

* Support the Director of Corporate Services and Finance Manager in preparing monthly, quarterly and annual budgets
* Ensure sound financial control of annual programmes and individual contracts against budget
* Ensure procurement is conducted in line with our procurement policy and financial regulations
* Ensure procurement practice is consistent with all legal and regulatory requirements and delivers Value for Money
* Create specifications, activity schedules and associated documents for issuing tenders to procure works and services in line with BHA policies and procedures
* Contribute to and support the Association’s wider procurement policy obligations and compliance responsibilities
* Ensure that community benefits are included as part of the procurement process and that delivery of the community benefits programme is delivered via our Community Investment Team
* Manage and monitor the budgets controlled by Property Services and report any variances to the Director of Asset Management
* Produce accurate and timely reports with data to support the regulatory and statutory returns to the Scottish Housing Regulator
* Implement the actions arising from internal and external audits as directed
* Providing accurate reports and recommendations on actions required
* Provide written reports to the BHA board as directed by the Director of Asset Management.

**Leadership and Management**

* Provide leadership and direction to the Asset Management Team to ensure all contracts are effectively managed.
* Ensure resident satisfaction and safety is primary in the development and delivery of all projects
* Establish good customer engagement, co-design and feedback mechanisms to inform policy and practice reviews
* Ensure the Asset Management Team is proactive and responsible in seeking customer feedback and resolving complaints
* Contribute to collective leadership in joint working with other managers and teams
* As a member of the Leadership team contribute to the requirements of the Barrhead Housing Group to develop strategic plans, new policies and provide detailed information and reports to support the needs of the BHA Board, LPS Board and sub-committees
* Develop a productive working relationship with the Customer Services team to deliver a reliable and responsive technical inspection service to support the reactive maintenance requirements of the Customer Service team
* Carry out regular review meetings and ongoing appraisals as part of our My Conversations framework with staff, including the setting and monitoring of individual performance levels promoting the development of skills through their development, training and coaching
* Support the recruitment and induction of new staff.

**Contract Management**

* Project management of the planned investment programmes from inception to completion to ensure the project is delivered within the allocated budget
* Co-ordinate, observe, record and evaluate contractor performance across all of the planned and cyclical contracts operated by the Association
* Schedule contract review meetings and on-site meetings to monitor the performance of contractors against the KPI’s
* Provide performance report updates for the individual contract KPI’s to the Director of Asset Management.

**Health and Safety**

* Develop and maintain control systems to ensure that all Health and Safety and CDM obligations are met by the external contractors.
* Manage the Landlord Facilities Health, Safety and Welfare Management System and update the manual to include new updates and changes in legislation
* Support the Director of Asset Management in the management of the Health and Safety Control Manual
* Receive and review Health and Safety file information for planned maintenance projects and ensure the information is accurate and appropriate to the contract
* Co-ordinate the production of resident satisfaction surveys for projects as required
* Co-ordinate and manage the overall delivery of the Association’s Stage 2& 3 Medical Adaptation programme
* Deliver Health and Safety toolbox training sessions
* Co-ordinate the Health and Safety training programme for BHA staff.

**General**

* Work with colleagues to deliver on the Association’s wider Business Plan objectives.
* Assist the Executive Team to meet and report on all SHR compliance obligations including the annual ARC compliance.
* Work with colleagues in managing risk and contribute effectively to the Corporate Risk management registers.
* Support preparation of the annual Delivery Plan that sets organisational priorities for the year and develop a suite of targets, standards and timescales for your areas of responsibility that will be measurable and transparent and provide monthly updates for the Executive Team and Board
* Provide reports for the Executive Team, Governing Board and Sub-Committees as and when required.
* Attend training, conferences and similar events as required (this may require evening and weekend commitments).
* Any other duties as required that are consistent with the post.

|  |  |  |
| --- | --- | --- |
| **Qualifications and Experience** | **Essential** | **Desirable** |
| Degree in relevant field or equivalent experience.  |  |  |
| Membership of the CIH, RICS, CIOB or other relevant professional body |  |  |
| Project management qualification or equivalent |  |  |
| At least 3 years experience in a similar type of role |  |  |
| Experience of data analysis attached to asset management and report writing. |  |  |
| Experience of managing major capital projects |  |  |
| Experience of a leadership role with staff and / or consultants |  |  |
| Experience of planning and managing a programme of projects |  |  |
| Experience of working in a social housing environment |  |  |
|  |  |  |
| **Knowledge, Skills and Abilities** | **Essential** | **Desirable** |
| An understanding of Asset Management Policy and Practice |  |  |
| An understanding of procurement legislation and practice in Scotland |  |  |
| An understanding of Scotland’s climate challenge targets and related strategies for improving energy efficiency in assets. |  |  |
| An understanding of Scottish Housing Regulator’s technical requirements in relation to asset management. |  |  |
| Health and Safety Legislation and Standards |  |  |
| Good level of interpersonal skills with the ability to communicate effectively, both orally and in writing, with persons at all levels  |  |  |
| Ability to plan ahead, setting and achieving standards of service and levels of performance |  |  |
| Strategic and innovative thinker |  |  |
| Excellent problem solving, performance management and project management techniques |  |  |
| Knowledge of contract composition and terms  |  |  |
| Competent user of Microsoft Office suite of programs and corporate databases |  |  |
| Ability to prioritise a varied workload and produce quality work to deadlines  |  |  |
| Ability and experience of managing budgets  |  |  |
| Strong customer service ethos and an ability to effectively manage complaints |  |  |
| Ability to demonstrate an understanding of equalities legislation  |  |  |
| Ability to work on own initiative and as an effective team player |  |  |
| Excellent presentation skills |  |  |
| Hold a clean driving licence |  |  |