



Job Description

Job Title: Asset Operations Manager

Job Grade: Grade 1 (£57,261 - £63,624)

Accountable to: Asset Management Director

Summary of the role

Our Asset Operations Manager will lead and manage our asset operational service delivery, including all aspects of the Kingdom Groups repairs & maintenance activities, grounds maintenance, voids, planned maintenance and managed stores.

You will be the primary contact for all asset operational activity, overseeing a substantial team of operatives and service specialists, delivering 24/7 asset operations within a robust, effective and efficient infrastructure with a performance, value for money (VFM) and customer experience focussed culture.

You will ensure that we are committed to delivering as One Kingdom to provide the highest standard of asset operations to all of our customers.



Responsibilities - Areas that play to your strengths

All the responsibilities we'll trust you with:

Customer Journey -

- Exceed customer needs and expectations and ensure that the customer journey is at the forefront of all decision making.
- Lead and empower your teams to deliver exceptional customer experiences, ensuring that all asset operational services are met to a high standard.
- Promote a culture of acting on customer feedback and drive continuous improvement.
- Champion a customer experience culture.

Leadership -

- Work collaboratively with managers across the organisation to contribute to, promote and implement the aims, strategies, policies, procedures and values of the Kingdom Group.
- Develop and instil a team culture which is empowering and motivational, with a high focus and emphasis on actions, accountability and results.
- Overall management and continual service improvement of repairs & maintenance, voids, planned maintenance and grounds maintenance service.
- Deliver 24/7 repairs and maintenance service.
- Recruitment, training and management of colleagues within the department.
- Day to day management of managed stores.
- Responsible for the operational management of the Kingdom Depot site.
- Lead responsibility & accountability for Health and Safety compliance and performance within asset operations, including risk assessment management, implementation of Group Health and Safety Policies and training compliance.

Strategy & Performance -

- Lead and support (where appropriate) contributions and accountabilities to corporate plan & delivery plans.
- Analyse business performance to support the delivery of Kingdom Group's Corporate Plan and champion continuous improvement.
- Monitoring and driving asset operational performance in all aspects of its operations and review processes and resourcing of the teams to ensure compliance with set timescales and performance standards.
- Accountability for ensuring KPIs are managed and embedded throughout Asset Operations. Ensure periodic performance updates are prepared, analysed and solutions driven relating to asset operations.
- Responsibility and accountability for the asset operations budget across all areas.
- Preparation, reviewing, monitoring and implementation of policies and procedures in accordance with all relevant legislation and codes of practice in respect of Asset Operational activities.
- Support the Asset Management Director in the preparation of any reporting information for a variety of audiences, including our Governing bodies.
- Lead the preparation of Business Cases to investigate and test the viability and feasibility related to new areas of work, business expansion and continuous improvement.
- Robust procurement planning and managed framework in line with service requirements and legislative compliance.

Stakeholder Management -

- Responsibility for effective and efficient contract management of subcontractor / supply chain partners.
- Day to day management of managed stores to deliver value for money (VFM) and efficient management of supply chain, ensuring operatives have the correct equipment and materials to perform duties.
- Represent the organisation with external partners and stakeholders.

Your areas of knowledge & expertise that matter most for this role:

- Relevant experience
- Proven ability to monitor, develop, deliver and drive performance focussed asset operations, leading a large team
- Proven ability to drive efficiencies and VFM solutions that deliver great customer experiences and business value
- Experience of leading teams with a customer focus
- Proven stakeholder and contract management experience
- Experience in developing business plans
- Knowledge of asset operations within the housing sector
- Proven ability to lead and inspire high performance and quality standards
- Experience of promoting and valuing diversity
- Experience of encouraging collaborative working
- Proven ability to think at a managerial level and bring visions to fruition
- Proven ability to coach and mentor teams
- Proven ability of adapting to changing business demands
- Strong working knowledge of relevant regulations and guidelines within the housing sector
- Degree (or equivalent experience / qualification) in a related field