



Job Description

Job Title:	Asset Manager
Grade:	EVH Grade 8, PA 28-PA 31
Responsible to:	Management Board reporting to Head of Housing
Responsible for:	Day-to-day Management of the Asset Team
Date:	September 2020

Purpose of the Post:

The Asset Manager is responsible for the day-to-day delivery of our Asset Management Strategy, ensuring we provide high quality services to our tenants, and that our housing stock is well maintained, continuing to make a positive contribution to our business.

The postholder will also undertake the Health and Safety Administrator role, working with Board and senior staff to ensure compliance with statutory landlord and workplace requirements.

Key Areas:

Management and Leadership

- To manage and lead the Asset Management Team, delivering high quality customer services that support our business objectives and meet regulatory requirements.
- Prepare performance reports across all asset and repairs service areas
- Annual budgetary preparation, monitoring and control for asset management in line with Business Plan expectations and financial regulations.
- To lead the implementation of the Association's Carbon Reduction Strategy, utilising technology, and innovation in services.
- Review and update the Risk Management Plan on maintenance and asset risks.
- Undertake the Health and Safety Administrator role to ensure compliance with statutory requirements, including gas safety regulations, CDM, Asbestos Management and workplace requirements.
- Responsible for producing Asset Management Performance Indicators including for the Annual Return on the Charter.
- Prepare and present reports to the Management Board and Audit Committee as required.

Maintenance Services

- Responsible for the effective implementation and delivery of all day-to-day reactive and void repairs contracts.
- To regularly review statistical data including costs, satisfaction levels, contractor performance including response times against targets and taking remedial action where targets or standards are not met .
- Co-ordination and programming of planned, cyclical, and open space maintenance services.
- Oversee and monitor the delivery of the annual gas servicing programme ensuring compliance against the legal duties.
- Deliver the Association's Stage 3 Medical Adaptations Programme.
- Deliver an implementation plan to meet the Energy Efficiency Standard for Social Housing (EESH) and monitor and report on progress.

Asset Management

- To review and implement a sound Asset Management Strategy that supports Business Plan Objectives including asset sustainability and carbon reduction.
- Develop a cohesive and planned approach to the improvement and maintenance of the stock and, in particular, the component replacement programme
- Co-ordinate development of our stock information database and housing management systems in partnership with software suppliers.
- To identify technical/technological asset solutions, incorporating best practice and innovation.

Contract Management

- Procurement of contracts that meet service and statutory requirements.
- Prepare specifications, briefs, programmes of work or tender documents and co-ordinate consultants and contractors.
- Manage contracts to ensure delivery in-line with quality service standards, programme, budgets, and value for money.
- Oversee the monitoring of contractor performance, identifying and addressing any shortfalls in standards of service or performance.

Customer Service

- Promote and facilitate tenant/stakeholder engagement across all service areas.
- Consult with tenants, factored owners, and community groups, attend meetings, liaising with other agencies to drive service development.
- Co-ordinate and manage effective customer feedback in all asset service areas, ensuring high levels of customer satisfaction is delivered across all service areas.
- Investigate and evaluate complaints and report on outcomes and learning to drive service improvement.

Policy Development

- Working with the Head of Housing to review a range of repairs and maintenance policies, ensuring they support our Asset Management Strategy, Regulatory and best practice requirements.

General

- Demonstrate a positive approach to leadership, encouraging high staff performance, continuous learning and development.
- Promote the values of Shire Housing Association.
- Carry out any other duties as determined by the Management Board and/or the Director.