**Recruitment**

**Pack**

**October 2020**

# RECRUITMENT PACK

# CONTENTS

|  |
| --- |
| Welcome Letter from the Chief ExecutivePage 3 |
| Role Profile and Person SpecificationPage 5 |
| Your applicationPage 12 |
| Application guidance notesPage 13 |
| Clyde Valley Group StructurePage 15 |
| Key terms and conditionsPage 16 |
| Supplementary informationPage 17 |

# Welcome from the Chief Executive

Dear Candidate

Thank you for taking an interest in the role of Asset Manager at Clyde Valley Group.

We appreciate that the Covid 19 pandemic is presenting a significant range of challenges for everyone and this evidently brings uncertainty. CVG is continuing in its commitment to support our team and customers through this difficult time and to be even more flexible and adept in how we work and in how we deliver services and review our priorities. I’m proud to say that we’re handling this situation, as ever, with compassion, mutual support and professionalism.

Our Asset Manager role is one of our critical posts. Over the next 5 years, our asset base will grow to c£369m (net of depreciation) and we will spend around £20m in contracts for property investment.

The Group has successfully established our reputation for building high quality new affordable homes for 24 years for social rent, mid-market rent and market sale. Over the last 10 years, we have invested £185m in Government housing grant and private finance from our lenders in new homes and have become one of Scotland’s top ten biggest developing Registered Social Landlords. Our current plans mean we aim to provide another 626 new homes by 2022, including 600 for social rent.

Clyde Valley Housing Association is a Registered Social Landlord and a charity. We want to achieve the right balance of investing in new and existing homes and services with offering our customers great value for money at a price they can reasonably afford. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity. We will build on our strong foundations in governance to manage the risks whilst strengthening our skills in managing and harnessing change.

Much is changing for our customers and for the housing sector and Scottish Government is encouraging us all to think as far ahead as 2040. There are huge challenges of achieving a carbon neutral Scotland by 2045, addressing poverty and inequality, growing numbers of older people and single households, health needs, homelessness, welfare benefit changes and the rapid development of new technology in all areas of life. We’ll be doing more work on the future design of our new and existing homes to support people throughout life changes.

Ambition and a focus to deliver better drives us on a daily basis and we intend to ensure our customers experience excellent service and influence what we do, in ways that make them feel valued and understood. Over the next 2 years, our service will look and feel more responsive, modern and flexible as we use customer insight and data to drive decisions and improvements. There will be more opportunities to access services 24/7 on line and we will continue to test and drive up the quality of our customer service and performance, including through Customer Services Excellence Accreditation.

If you’re successful, I’m confident that you’ll see we provide a great working environment, the warmest of welcomes and you’ll feel valued as part of an exceptional team. We’re a team that chooses to be positive. Getting the right work/life balance for our people is a must and we’re delighted to have achieved Healthy Working Lives Gold in 2020.

Clyde Valley Housing Association wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers.

I look forward to receiving your application and best of luck!

Lynn Wassell

**Lynn Wassell**

**Chief Executive**

**Clyde Valley Group**

 

# Role profile

**Job Title:** Asset Manager

**Salary:** £45,367-£47,832

**Responsible for:** Technical Inspector

**Reporting to:** Development and Property Director

**Overall Purpose:**

Responsible for maximising the performance of Clyde Valley Group’s assets from a financial, investment and customer perspective.

As an active member of our Management Team, work collaboratively with colleagues and the Leadership Team to support the delivery of our Corporate Strategy through leading and managing the Asset Management Team.

**Detailed Duties and Responsibilities:**

* Responsible for the achievement of excellent customer service satisfaction and ensure compliance with all current and future legislation.
* Deliver, review and update the Asset Management Strategy and the annual Asset Management Plan.
* Maintain, update and ensure accuracy of the asset management database.

* Commission and ensure proper management of stock condition surveys and analysis of asset management data to successfully develop and deliver the asset management strategy including the 1, 5 and 30 year plans and allow compliance with all legislative requirements e.g. EESSH.
* Co-ordinating the asset management functions ensuring consistency of approach and involvement of appropriate Directorates as required.
* Lead on all facilities management for CVHA offices including the coordination of cyclical and Health and Safety contracts and improvement works.
* Manage the Association’s asset appraisal system incorporating performance and social data and leading a cross departmental team in its production and ongoing review.
* Assess viability and assist in due diligence for property acquisitions and works for properties for private letting directly or on behalf of private landlords.

**Procurement and Project Management**

* Ensure compliance with the Procurement Policy, Standing Orders and other relevant policies and ensure that procurement policies and procedures are kept up to date.
* Participate in the External Procurement Hub and other good practice learning and partnerships.
* Manage the delivery of the Planned and Cyclical programme of projects including the provision of in-house contract administration and project management.
* Develop the detailed programme for the range of planned and cyclical projects in conjunction with the other relevant staff.

###### **Financial Management/Reporting**

* Input into budget setting, business planning and stock valuation exercises– collating and supplying detailed stock investment information.
* Deliver effective budget management and control, monitoring, analysis and reporting and value for money.

###### **Staff Development/Management**

* Provide effective line management and leadership to the staff team, ensuring 1-1’s and objectives are achieved.
* Provide staff training on asset management policy and procedures.
* Provide asset management support to the wider team.
* Attend the Scottish Procurement Alliance Board.

###### **Reporting and Policy/Procedures**

* Assist in reporting to Boards as may be required.
* Policy and procedure development, provide staff training and ensure effective implementation, through liaison with the Management Team.
* Monitor and manage Strategic and Operational Risk registers relating to asset management activity.
* Lead and implement agreed Internal Audit recommendations for asset management activity.
* Engage with customer groups the asset management strategy and the associated works programmes.

**General:**

* Ensure compliance with all legislative and regulatory returns for your service areas, reviewing policies and procedures as required for your services.
* Provide timely and accurate Management Information for the purposes of reporting performance against our KPIs and Service standards.
* Benchmark performance to drive improvement and share and promote good practice and innovation.
* Ensure effective application of all Clyde Valley Group HR Policies within your teams.
* Promote health, safety and wellbeing activities that encourage and support work/life balance.
* Fully engage your team in the Clyde Valley Group annual appraisal process, ensuring clear goals and objectives are set and tracked and that all team members have a personal development plan in place.
* Actively support, promote and celebrate successes.
* Comply with statutory/regulatory /health and safety requirements for all asset and contract management activities.
* Contribute as a member of CVG’s Health and Safety Board.
* Produce and publicise the Association’s forward programme of component replacement and cyclical maintenance, ensuring that customers are kept fully up to date with these programme. This may include speaking at public events, and dealing with customers on a face to face basis.
* Contribute to the New Build Design Guide and Technical Brief as part of regular review.

**is intended to provide an outline of the post of Customer Service**

**The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and so you may be required to carry out additional duties as allocated by the Development and Property Director or Executive Team.**

# Person specification

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Qualifications** | * Degree in Building or related field or equivalent experience demonstrated. | * Project management qualification. * Member of RICS or other relevant professional body. |
| **Experience** | * Significant experience in managing and delivering large planned and cyclical maintenance programmes and projects. * Asset planning and directing investment through major works programmes. * Working for and liaising with customers to deliver a range of projects. * Budget and business plan preparation, implementation and monitoring. * Leading, managing and motivating a team to deliver excellent customer services and continuous improvement * Procurement and preparation of tender documents and effective contract administration. * Strategy and policy development. * Experience of carrying out stock condition surveys. * Lifecycle costing. | * Experience of working in a housing property/building management environment. * Engaging customers in investment decisions to meet their needs. * Experience and knowledge of asset and housing management software/systems including lifecycle costing functionality. * Track record in securing external funding to improve the performance of assets. * Working with Boards. |
| **Knowledge/ Understanding** | * Energy efficiency and sustainability requirements in future proofing existing housing stock. * Familiar with a wide range of stock types. * Contractual obligations and relevant legislation and regulation. * Working knowledge of procurement legislation and regulation including OJEU. * Health and Safety Standards and obligations. | * A working knowledge of the Scottish Housing Regulator’s technical requirements and expectations in respect regulatory returns including: * The Annual Return of the Charter * Energy Efficiency Standard for Social Housing (EESSH) * Strategic Asset Management * Working knowledge of managing and investment in multi-tenure developments, including factored services. * Understanding of the context, drivers and risk with which Housing Association and charities operate, including governance, policy and regulation. * Working knowledge of the external funding environment. |
| **Skills and Abilities** | * First class IT and analytical skills including highly developed Microsoft Excel Skills. * Ability to deliver a high degree of data accuracy and attention to detail. * Excellent verbal and written communication skills including report writing and presenting. * Strong numeracy skills. * An understanding of the principles of excellent customer service and the ability to put customer first in making investment decisions. * Ability to plan and prioritise objectives effectively and meet tight targets and deadlines. * Ability to operate independently, as part of a team and to work with colleagues across the business. * A clear thinker, decision maker, with the ability to organise and plan ahead and work independently. | * Use of project management software e.g. Microsoft Project. * Ability to work with financial concepts and perform financial analysis e.g. ROI, discounted cash flow. |
| **People Leadership** | * Ability to create and promote a team culture. * Courage to tackle performance issues. * Ability to motivate, develop and get the very best out of teams. * Inspires teams to connect with our customers. * Excellent interpersonal skills. |  |
| **Personal Qualities** | * Strategic thinking. * Personal integrity and confidentiality. * Customer focus. * Commitment to promote equal opportunity and diversity. * Creative, innovative and collaborative. * Outward looking, seeking ways to continuously improve and learn. * A passion for excellence. * Drive, determination and personal resilience. * Supports others to realise their potential. * Strong commitment to the ethos and values of Clyde Valley Group and the social housing sector, including principles of involvement, equality and social justice. |  |
| **Other** | * Driving licence. |  |

# YOUR APPLICATION

**Enquiries**

For a confidential discussion please contact Nigel Fortnum, Aspen People on 0141 212 7555.

**In order to apply please send us:**

* A comprehensive up-to-date CV which shows your full career history;
* A supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this;
* Details of two referees (referees will only be contacted with your permission at offer stage) and current remuneration;
* The declaration form – this can be downloaded by [**CLICKING HERE**](https://jobs.aspenpeople.co.uk/userfiles/AspenPeople/WebContent/CVHA%20Declaration%20Equality%20Form%20CVs.docx?created=20-10-19-11-18-51). completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and

Please note that applications can only be considered if all the documentation is complete.

Please send your application, by email, to Katy Gall of Aspen People – [kgall@aspenpeople.co.uk](mailto:kgall@aspenpeople.co.uk)

If you have any queries please contact Katy on 0141 212 7555.

**Closing Date for Applications:**

If you wish any more information regarding Clyde Valley Group, you can visit our website at [www.cvha.co.uk](http://www.cvha.co.uk)

**Closing Date for Applications: 30 October 2020**

**Interviews will take place on: 10th & 12th November 2020**

# APPLICATION GUIDANCE NOTES

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you complete the application form.

## CV’s

CVs must be submitted alongside a supporting statement and declaration form. CV’s should ideally be no longer than two A4 pages.

## SUPPORTING STATEMENT

This is one of the most important sections of the application form, and it is crucial that you understand what we are looking for so that you can present your application in the best way.

Your supporting statement should be no longer than three A4 pages long and should be typed in Arial, font size 11 or similar.

We shortlist candidates for interview against the person specification. This sets out what we think are the essential and desirable knowledge and experience, qualifications, skills, qualities and abilities for the job role. When we shortlist, how you meet the requirements set out in these areas.

Please refer to the person specification of the vacancy you are applying for which can be found within this recruitment pack. This outlines the essential and desirable criteria for the post to which you are applying.

It is important that you demonstrate what the person specification sets out. For example, if we said that good customer service skills were essential, we would like you to explain in what ways you display these skills and how you would apply that to the job role. Think about how you would ‘sell’ those skills to us to meet the criteria?

## REFERENCES

Please provide employment references, not character references. Your referees should be your two most recent employers, including your current employer if applicable. Make sure that you give the employment address of your referees, not their home address.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know, so that we can discuss with you whether to approach someone else for a reference instead. We will only take up references when we have decided to make an offer of employment.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from (for example) an educational establishment or a voluntary group instead.

## GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all disabled candidates who meet the minimum essential requirements for the post. If you tell us that you are disabled, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.

# CLYDE VALLEY GROUP STRUCTURE

## EXECUTIVE TEAM

## MANAGEMENT TEAM

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Susan McGleish Finance Manager |  | Vacancy  Asset Manager |  | Carole Kirkman  Development Manager |  | Lee Valantine  Customer Service Manager (Rents & Allocations) |
| Sarah Parker  Business Improvement Manager |  | Kevin McGhee  Maintenance Manager |  | Andy McVey ICT Manager |  | Caroline Hotchkiss  Customer Service  Manager (Tenancy Sustainment) |

# KEY TERMS & CONDITIONS

**REMUNURATION & BENEFITS**

* Defined pension contribution scheme (employer contribution of 9.6%)
* Flexible working opportunities
* First rate working environment
* Excellent learning and development opportunities
* On-going personal development
* Clyde Value (employee discounts and benefits)
* Health and wellbeing initiatives
* Use of pool cars

**HOLIDAY ENTITLEMENT**

40 days leave per year (inclusive of public holidays)

**WORKING HOURS**

Normal working hours are 35 hours per week, based around the usual business week; however, attendance at out of hours meetings may be required from time to time

**PROBATION AND NOTICE PERIOD**

* The probationary period for all roles is 6 months
* The notice period after the probationary period is 3 months

**LOCATION**

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN, but attendance at meetings and travel across our operating area is expected.

# SUPPLEMENTARY INFORMATION

**The following can be downloaded from** [**https://cvha.co.uk**](https://cvha.co.uk/)

[**Our Performance**](https://cvha.org.uk/useful-information/our-performance/)

[**Value for Money**](https://cvha.org.uk/useful-information/value-for-money-2016/)

[**Useful Documents and Information**](https://cvha.org.uk/useful-information/useful-documents-and-information/)

[**Rights and Responsibilities**](https://cvha.org.uk/rights-and-responsibilities/)

[**Corporate Strategies**](http://cvha.org.uk/corporate-strategies/)

[**Case studies**](http://cvha.org.uk/corporate-strategies/)

[**To view our Corporate Strategy short films please view our Youtube channel via our website**](https://www.youtube.com/channel/UC0wnc-9mhvBAPHjGkJf5RfQ)

**To find out more please visit the company website:** [**https://cvha.co.uk**](https://cvha.co.uk)