

Registered as a Scottish Charity - No. SCO30751

**Job Description**

**Job Title: Asset Manager**

**Directorate:** **Property Services**

**Location: Head Office, Selkirk or other locations as required**

**Grade:** **F**

**Salary: £42,031 - £46,479 pa**

**Reports To: Asset Planning Lead**

**Overall Purpose**

Manage the Asset Planning functions to collect, maintain and analyse asset data, in the development of plans for asset investment and improvement including addressing mixed tenure involvement where applicable. Facilitate the procurement of all required contracts to allow effective delivery of programmes.

**Principal Accountabilities**

**Leadership**

* Lead, manage, motivate, and develop the Asset Team through the introduction and maintenance of best practice to provide professional, high-quality programming of repairs and improvements works to the assets and their environment.
* Manage the creation and implementation of relevant policies, procedures, and systems to support the implementation of SBHA’s strategies.
* Work in collaboration with internal and external customers to maintain effective working relationships and ensure an integrated contribution to the Association’s strategic and business objectives and people management.
* Work in partnership with Finance by contributing to SBHA’s budget setting process and ensure that budgets relating to Asset Planning and Compliance are managed responsibly and on target.
* Demonstrate initiative, forward-thinking and awareness of new developments in Asset Management practice and technology advancements to derive maximum benefits. Continue to drive and develop the service to achieve and maintain excellent value for money and quality, both now and in the future.
* Lead, develop, coach, and motivate direct reports to provide an excellent service suited to current and future organisational needs, as well as their own professional development.
* Manage formal processes across SBHA by conducting investigations or hearing disciplinary and appeals, where required, to ensure an impartial, prompt and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.
* Delivery and preparation of relevant monthly KPI’s and annual ARC reporting are produced in a timely and accurate manner to enable performance reporting to Leadership team, SBHA’s Governance and the Scottish Housing Regulator.

**Programme/Project Delivery**

* Manage the gathering of and maintenance of comprehensive stock condition information and ensure systems accurately reflect components and their condition. Reviewing and interpreting the data to report on SHQS and EESSH compliance and any other relevant statutory/regulatory requirements.
* Develop, communicate, and monitor in use technical specifications to set standards for materials and equipment for all property related works.  Ensure all materials are compliant with statutory and other legislative requirements.
* Ensure all asset data is analysed to develop cyclical and planned programmes of work with effective handover of work packages to the Property Services team for delivery.
* Contribute to the development of the 30-year investment programme as part of the annual business planning process capable of being interrogated at component or individual asset level.
* Work in collaboration with the other Directorate managers to contribute to the programming of works, how these will be delivered and compliance with standards and health and safety.
* Ensuring Tenant satisfaction and high levels of customer care. Contribute to the development and ensure implementation of improvements as required ensuring a strong customer ethos within the team addressing dis-satisfaction and complaints within policy and procedure.
* Accurate performance recording and reporting ensuring compliance with ARC guidance where applicable. Implement improvement actions as required.
* Facilitate the procurement of relevant contracts and contribute to the contract management process to ensure quality of delivery and value for money. Ensure all procurement activity is in line with SBHA policies, procedures, and relevant legislation.  Contribute to the development of Tender Reports for approval.
* Assist in the delivery of effective health & safety risk management within the Property Services Directorate, working closely with the Compliance Manager and corporate colleagues to ensure that the department meets its commitments.

**Performance**

* Manage the achievement of good performance and high standards in compliance with regulatory frameworks and related industry best practice standards
* Lead by example when communicating both internally and externally, by using plain language to ensure everyone is informed and engaged.
* Contribute to the establishment and manage effective performance measurement and management arrangements for all areas of work including financial controls. This includes introducing and monitoring of performance indicators that reflect business needs, good customer outcomes and deliver Value for Money.

**Governance & Compliance**

* Comply with all policy directions and regulations of SBHA with regard to financial regulations and standing orders in relation to Asset Planning activity.
* Assist in the delivery of effective health & safety risk management within the Property Services Directorate, working closely with the Compliance Manager and corporate colleagues to ensure that the department meets its commitments.
* Contribute to the development of and implementation of SBHA’s Health and Safety Policies and Procedures in relation to the safety of all tenants, staff, partners, contractors, and members of the public as specified by the Health and Safety at Work Act 1974, and other related Acts. Implement all safety responsibilities outlined within SBHA policies.
* Manage the effective implementation of compliance frameworks to ensure compliance plus and robust reporting on compliance performance ensuring the full range of compliance assurance is provided in line with responsibilities defined in the policies.
* Contribute to the preparation of regular reports for the Board, its Sub-Committees and Executive Team, keeping them appraised of performance, new legislation and policy reviews.
* Work with regulators, internal and external auditors and consultants to provide management information and data, feedback and written comments.
* Keep pace with legislation to ensure compliance in all areas including data security and data protection in liaison with the organisation and SBHA’s appointed Data Protection Officer.

**General**

* Promote and represent the Association locally and nationally.
* Model and promote behaviours consistent with SBHA’s values and standards and observe and continually promote equal opportunities and diversity in compliance with Association policy.
* Commit to continuous personal and professional development and keep abreast of emerging or new legislation, standards, and best practice.
* To maintain awareness of Tenant participation and engagement as a commitment by SBHA to its Tenants and encourage customer involvement and active engagement to help shape the service.
* To be aware of and comply with personal responsibility for Health and Safety in the workplace and lone-working, and the Association’s general responsibility for the Health and Safety of its customers and Tenants.
* Carry out any other reasonable duties appropriate to this post, as requested.
* Be available for Out of Hours duties and services as required.

**Contacts**

Internal: Board, Sub-Committees, Chief Executive, Executive Team and SBHA Team.

External: Tenants and other customers, Housing Associations, Local Authorities and public bodies, the Scottish Housing Regulator, the Scottish Government, Health & Safety Executive, National Bodies (SFHA, CIH etc.), Contractors & Suppliers and private and Third Sector Partners.

**Working Environment**

You will be required on occasions to work outwith and in excess of normal working hours.

You will be required to work in locations outwith Head Office and to travel within and outwith the Scottish Borders area in order to perform your duties.



**PERSON SPECIFICATION**

Job Title: Asset Manager

Directorate: Property Services

Date: March 2022

| Requirement | Essential | Desirable |
| --- | --- | --- |
| 1. Qualifications, Experience & Knowledge |  |  |
| Educated to HND standard, in a relevant technical/building discipline or able to demonstrate working at an equivalent level | Y |  |
| Relevant Professional qualification (e.g. RICS, RIAS, CIOB.) |  | Y |
| Evidence of continued professional development |  | Y |
| Minimum 3 years’ experience in an asset investment planning role. Practical knowledge in relevant legislation, statutory requirements, and best practise in line with the Scottish Social Housing Charter, Scottish Housing Regulator and Scottish Government requirements. | Y |  |
| Comprehensive knowledge of housing construction methods, repairs, and best practise | Y |  |
| Experience of asset data collection techniques and data verification practises to provide robust data for the production of investment plans | Y |  |
| Substantial experience and knowledge of procurement of works and services contracts via PCS, Frameworks etc and implementing effective contract management | Y |  |
| Knowledge and understanding of SHQS and EESSH and practical experience of delivering results to achieve the standards |  |  |
| Knowledge and experience of Health and Safety legislation, including building regulations and CDM requirements, affecting housing works. | Y |  |
| Experience of developing policies and procedures and communication these for adoption | Y |  |
| Operational management of assigned budget with effective budgetary control | Y |  |
| Experience in producing and analysing performance information for reporting including production of the relevant information for the Association’s annual returns to the Scottish Housing Regulator | Y |  |
| Experience of developing technical specifications | Y |  |
| Role of the Social Housing Sector and understanding of the role of the Scottish Housing Regulator | Y |  |
| **2. Skills and Abilities** |  |  |
| Excellent customer focus with the ability to successfully negotiate with owners and key stakeholders | Y |  |
| Good understanding of processes, systems and how to drive system efficiency | Y |  |
| Ability to manage change, adopt best practice, drive continuous performance improvement and value for money | Y |  |
| Excellent ICT skills to produce reports, presentations, plans and to extract, analyse and produce information and key business data. | Y |  |
| Ability to demonstrate resilience, work effectively under time pressure, prioritising, and delegating tasks as appropriate to meet tight deadlines and key project milestones. | Y |  |
| Ability to manage budgets | Y |  |
| Ability to manage and motivate a team to deliver their best and work collaboratively to achieve strong outcomes. | Y |  |
| Great team player, able to work effectively with colleagues and partners to deliver organisational ethics, values, and common objectives. | Y |  |
| An effective communicator with excellent verbal, presentational, and written skills | Y |  |
| **3. Other Requirements** |  |  |
| Committed, flexible and adaptable approach to work requirements | Y |  |
| Prepared to attend evening meetings and be available for out of hours duties when required | Y |  |
| Possession of a full current UK driving licence | Y |  |