

JOB DESCRIPTION – DIRECTOR OF ASSET MANAGEMENT

Job Title:	Director of Asset Management
Grade:	Salary band point 46 (£64,653) to point 49 (£68,897)
Responsible to:	Chief Executive Officer
Date:	September 2023

Overview:

As a key member of the Leadership Team, you will be an inspirational leader providing strategic direction and operational management to the maintenance team you will lead and deliver our ambitious Asset Management Strategy, ensuring the provision of high-quality, energy-efficient homes.

The postholder will be responsible for the strategic and operational management of our planned and day-to-day maintenance and voids services, ensuring value for money and excellent customer service.

As Director of Asset Management, you will provide strategic overview and advice to the Leadership Team and Management Committee. Leading the Association's Asset Management Strategy using stock condition surveys and appraisals to plan the long-term future of the Association's housing stock.

You oversee the delivery and development of the Association's customer-focused services, ensuring that the Association has a robust procurement strategy for all areas of the business and that high-quality value-for-money works and supplies are procured across the organisation - meeting legal requirements in accordance with the Association's financial regulations, policies, and procedures.

You will report directly to the Association's Chief Executive Officer and the Management Committee and work collaboratively with the other members of the Leadership Team. As part of the Senior Leadership Team, you will contribute directly to the Association's wider corporate strategy, business planning and strategic risk.

The Director of Asset Management will:

- Manage and motivate the maintenance staff team, developing and implementing working arrangements and monitoring systems to ensure high standards are maintained across all areas of operation.
- Review and Develop policies and procedures for the efficient and effective delivery of customer-focused services.
- Work with customers to ensure that services are in line with the Association's strategic objectives and focused on the end-to-end customer experience.
- Monitor performance and set targets to achieve continuous improvement.
- Actively promote the Association's work and represent the Association and its views and interests at external events.
- Participate fully in the leadership group and lead on any allocated tasks.

Key Responsibilities:

As a member of the Leadership Team, the Director of Asset Management will:

1. Contribute to corporate strategy, objectives and planning, and the preparation of business plans, annual reports, and other communications.
2. Produce and implement an annual plan for the team to meet the strategic objectives of the Association, having regard to all legal and regulatory requirements and best practice.
3. Oversee the Stock Condition process to ensure the Association holds robust, accurate and up-to-date information on its properties.
4. Lead the team to develop and manage programmes of contracts for works to the Association's properties.
5. Ensure that planned, cyclical and responsive repairs contracts deliver high quality, cost-effective/value for money services to our customers.
6. To ensure that the Association's properties and assets meet all statutory and legislative requirements and have appropriate servicing contracts and inspection processes, e.g., gas servicing, fixed wire servicing, fire door inspections, lift servicing, legionella testing, and fire risk assessments.
7. To ensure that the team delivers excellent customer service and deals effectively with correspondence, complaints, and enquiries in accordance with the Association's service standards, ensuring that accurate records are kept.
8. To monitor the team's performance across all areas of activity and provide regular reports to the Leadership Team and Management Committee
9. To conduct regular service reviews looking at ways to deliver the best value and continuous improvement, ensuring that ways to improve efficiency and value for money are identified.
10. To undertake the regular supervision and annual appraisal of the maintenance team, ensuring that their development needs are met to enable them to deliver an excellent standard of service.
11. With the Finance and IT Manager develop the digital capabilities of the maintenance staff team

Strategic Objectives

1. Lead in the creation and execution of a forward-thinking Asset Management Strategy, encompassing financial planning and execution.
2. Champion the strategic direction for procurement and the execution of planned and cyclical programs in alignment with our strategy, ensuring best practices and optimal value delivery.
3. Manage the procurement process for reactive repairs in line with best practices, aiming to enhance business efficiency, excellence, and cost-effectiveness.

4. Provide strategic oversight of the medical adaptations process and associated budgets.
5. Assume strategic responsibility for ensuring compliance with all property safety requirements, including statutory and regulatory obligations such as gas, electric, and legionella testing.
6. Ensure that all MHA properties are maintained to the highest standards as outlined in the asset strategy and investment plan, optimising their long-term viability
7. Lead the development, monitoring, and review of all policies and procedures related to asset management, health and safety.
8. Supervise the development of efficient processes and collaboration between the Asset, Housing and Factoring teams to deliver outstanding customer service in daily repairs and factoring matters.
9. Take the lead in establishing a team-oriented approach for continuous improvement by learning from complaints and other feedback.
10. Ensure procurement of goods and services relative to the asset management functions is carried out in an open, transparent, and accountable manner, meets all legislative and good practice guidance and delivers value for money.
11. Deliver performance in the upper quartile of RSLs across Scotland.
12. Deliver sound financial and performance management processes to ensure that budget and performance targets are achieved.
13. Promote excellent quality relations with customers, the local community, and other bodies.
14. Ensure relevant statutory compliance and other obligations are adequately maintained to a high level.

Asset Management

1. Work with the Leadership Team and Management Committee to deliver an effective short-, medium- and long-term Asset Management and Investment Strategy Maintain up-to-date data on stock condition values of properties in a way that informs investment and asset optimisation decisions and the association's repairs and maintenance function.
2. To ensure a continuous and ongoing process of updating stock condition data is in place and utilised in devising planned maintenance schedules.

Vision, Leadership and Management

1. To work with the Leadership Team and Management Committee to develop MHA'S Asset Management strategy.
2. To be an effective leader able and willing to lead from the front.
3. To implement a performance culture across the maintenance team, ensuring the team understand and own the strategy, know their role and responsibilities in its delivery and are supported to achieve MHA targets via good management, mentoring and

appropriate personal professional development.

4. To maintain up-to-date knowledge on Policy at a national and local level; to use this knowledge to inform MHA of such changes.

Financial and Corporate

1. Demonstrate financial awareness and ensure the delivery of effective budgetary control and efficiencies within the organisation, always ensuring Value for Money.
2. Effectively communicate relevant business and performance data to the customers and stakeholders as appropriate in all aspects of the organisations work, promote effective communications, excellence in customer services and focus on continuous service improvement.
3. Represent the organisation externally. Be proactive in the development of key partnerships, working with key stakeholders to ensure effective co- ordination, delivery of services and growth opportunities for the organisation.

Health and Safety Responsibility

1. Sustain an up-to-date and thorough understanding of workplace Health & Safety legislation, related regulations, and standards. This includes a strong focus on tenant safety aspects, encompassing gas safety, legionella prevention, asbestos management, electrical safety, and fire safety.
2. Verify that contractors have supplied appropriate Health and Safety risk assessments before commencing work within our properties.
3. Manage the development and periodic review of suitable risk assessments for the maintenance staff.
4. Take ownership of the obligation to demonstrate and uphold legal and regulatory compliance concerning landlord health and safety across all association assets.
5. Ensure that all required Health & Safety inspections in the Association's residences and offices are executed in a timely, cost-efficient, and appropriate manner.