

**Job Title:** Director of Asset Management

**Grade:** E.V.H Grade 9

**Responsible to:** Chief Executive Officer

**Job Purpose:**

To be an inspirational leader and provide strategic direction and operational management to the asset management team. You will lead and deliver our ambitious Asset Management Strategy, ensuring the provision of high quality, energy efficient homes. You will be responsible for strategic and operational management of our planned and day to day maintenance and voids services, ensuring value for money and excellent customer services.

You will drive outstanding performance and quality throughout our asset management services and seek to enhance existing partnerships and develop new partnerships which will be of benefit to the Association's Strategic Objectives. You will ensure our contractors operate in accordance with our vision and core values and deliver outstanding services to customers in our Castlemilk community.

You will report directly to the Association's Chief Executive Officer and the Board of Management and work collaboratively with the Director of Customer Services, Director of Finance, Digital and Corporate Services. As part of the Senior Leadership Team you will contribute directly to the Association's wider corporate strategy, business planning and strategic risk.

**Main Duties**

- Lead the strategic development and operational management of the Asset Management Team ensuring delivery of quality property maintenance and repair services that demonstrate value for money and provide excellent customer service.
- Implement a customer, focused repairs, and maintenance performance plan to ensure that key targets are delivered, that the repair's function operates within budget and that a quality service is delivered to our customers.
- Ensure the Association's Asset Management Strategy is robust, fit for purpose and supports the Business Plan objectives.
- Develop, lead, and deliver operational improvements across responsive, planned, cyclical maintenance and void repairs to ensure KPIs and business objectives are achieved.
- In liaison with members of the Senior Leadership team, develop, implement and review the Association's Procurement Strategy and Procurement Policy.
- 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

- Lead on the effective procurement for asset management services contracts in line with the Association's Financial Regulations, Scheme of Delegation and Standing Orders.
- Take specific responsibility for the leadership of the asset management team, strategy, business planning and service delivery in the following areas:
  - Responsive, planned, major works and cyclical maintenance,
  - Void repairs
  - Statutory Compliance
  - Small scale factoring service and contribute to operation of commercial properties.
- Provide advice and assistance to support the effective delivery of strategic projects as determined and directed by the Chief Executive Officer.
- Responsible for a robust framework of governance supported by a package of reporting to Board to ensure Board oversight of all areas of Asset Management including but not limited to statutory compliance, procurement, contract management and health & safety.
- Take responsibility for specific aspects of corporate policy and strategy as a member of the Senior Leadership Team, ensuring the business meets its obligations to its customers, The Scottish Housing Regulator, Local Authorities, and all other stakeholders.
- Deliver performance in the upper quartile of RSLs across Scotland.
- Deliver sound financial and performance management processes to ensure that budget and performance targets are achieved.
- Involve our residents in service delivery and improve customer satisfaction levels.
- Promote excellent quality relations with customers, the local community, and other bodies.
- Ensure relevant statutory compliance and other obligations are adequately maintained to a high level.
- Represent the Association at relevant conferences and forums.
- Ensure own continuous personal development and knowledge is up to date in line with asset management professional bodies.

## **People Management**

- Lead the Asset Management Team and ensure they are developed, and have the competencies and empowerment to meet standards for service and performance.
- Ensure staff are effectively supported to achieve departmental deliverables.
- Develop a team culture across the asset management team, and the organisation.
- Where necessary, provide strong and decisive management in terms of managing under-performance through the provision of support, identifiable and agreed outcomes and taking necessary steps to resolve any performance failures
- Promote the development of staff skills through personal development discussions and coaching, identifying training needs and providing training either personally or through other external sources.

- Embed Ardenglen Housing Association values and competencies within the team.

### **Data Management**

- Ensure data is accurately recorded and processed in line with Association policy and procedures.
- Ensure data is managed in accordance with the requirements of the UK General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018.
- Ensure requests for information, reports and statistics are responded to within agreed timescales.
- Ensure the integrity of data is sufficient so that it can be leveraged to offer business insight to deliver service improvement.
- Ensure ongoing accuracy of stock condition data to accurately drive the Association's 30 year investment need to ensure robust financial forecasts.

### **Change Management**

- Contribute to the Senior Leadership Team in managing change to the organisation's culture, aims and objectives and services it provides.
- Facilitate service and process change taking into account stakeholder input.

### **Business and Performance Management**

- Set, achieve and be accountable for asset management team performance and targets.
- Deliver and monitor performance, to ensure Key Performance Indicators and service standards are achieved and maintained.
- Effectively communicate relevant business and performance data to the team, customers, and stakeholders where appropriate.
- Regularly analyse and evaluate processes and outcomes to further improve performance.
- Maintain SHQS, EESSH 1 and EESSH 2 expectations.
- Deliver the Association's ambitious, 5-year investment plan and maintaining effective stock condition data.
- Analyse complaints identifying strategic and operational solutions while embedding a culture of learning and continuous improvement.

### **Senior Leadership Team**

- Participating as an effective member of the Senior Leadership Team of the Association, contributing to the direction of key service areas, embedding a culture of continuous improvement and adopting an 'Ardenglen One Team' approach.
- Drive improvement in key service areas.

- Provide information and support to the Chief Executive Officer and Board of Management that ensures good Governance and effective decision making.
- Ensure that a programme of ongoing self-assessment of compliance with Regulatory Framework and Regulatory Standards of Governance and Financial Management in relation to the asset management functions are carried out to demonstrate compliance and facilitate production of the Annual Assurance Statement

### **Health and Safety Responsibility**

- Maintain an excellent working knowledge of Health & Safety at work legislation, associated regulations and standards particularly in relation to tenants safety aspects including gas safety, legionella, asbestos management, electrical safety and fire safety.
- Responsibility to maintain and evidence legal and regulatory compliance for landlord health and safety for all association assets including properties, offices, commercial units and community centre.
- Develop and oversee appropriate programmes of ensuring all necessary Health & Safety checks within all the Association's homes and offices are conducted in a timely, cost effective and appropriate manner.
- Ensure that contractors have provided appropriate Health and Safety risk assessments for undertaking work within our homes.
- Oversee the development and review of appropriate risk assessments for the maintenance staff.
- Co-lead the Health, Safety and Wellbeing working group.

It shall be the duty of all employees at work to ensure:

- Reasonable steps are taken to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Co-operation with the Chief Executive Officer and Board of Management as far as is necessary to ensure compliance with any duty or requirement imposed on the Association, or any other person, under any relevant statutory duties.
- Compliance always with the Health and Safety Policy and procedures and draw to their staff teams, attention any unsafe working practice/conditions.

### **Corporate Responsibility**

- Recognise and respect the diversity of internal staff and external customers and assist accordingly.
- Ensure the values of Ardenglen Housing Association are reflected in your work and that all services provided are delivered in line with our Strategic Map and Business Plan.
- Assist in the development of a 'Continuous Improvement' culture.
- Ensure ongoing compliance with all regulatory requirements.

- Manage risks and health and safety to protect residents, staff, and other stakeholders.
- Attend such training courses, seminars, conferences and other learning and development events as the Association may require.
- Represent the association on attendance of any events or external meetings.
- Participate in promotional, marketing and community events relating to the Association's work.
- Attend, as required, call-outs in relation to emergency situations for the Association's office; community centre or other premises owned or managed.
- Attend meetings at evenings or weekends, as required in relation to your role and the Association's work.
- Acting as an Ambassador for Ardenglen Housing Association
- Carry out any other tasks commensurate with your role as directed by the Chief Executive or Board.

**PERSON SPECIFICATION**  
**Director of Asset Management**

<b>Education &amp; Qualifications</b>	<b>E</b>	<b>D</b>
Professional, Technical, or other Construction related qualification	<input type="checkbox"/>	
Membership of a professional organisation's such as RICS, CIOB or CABE .	<input type="checkbox"/>	
Driving License.		<input type="checkbox"/>

<b>Experience</b>		
Minimum of 5 years' experience in asset management or property service areas.	<input type="checkbox"/>	
Experience working with Microsoft applications; such as word, excel spreadsheets and the like.	<input type="checkbox"/>	
Minimum of 5 years managerial or supervisory experience.	<input type="checkbox"/>	
Experience of policy and procedural development within the delivery of asset management and property management services.	<input type="checkbox"/>	
Managing 5 year investment plans and 30 year life cycle programmes.	<input type="checkbox"/>	
Procuring of contracts and managing contract administrators in accordance with legislative and association policies.	<input type="checkbox"/>	
Reporting to and presenting reports to a Board of Management.	<input type="checkbox"/>	
Proven record in delivering a high quality and response asset management services	<input type="checkbox"/>	
Establishing successful partnership/working with other like-minded associations to meet Business Plan objectives.		<input type="checkbox"/>
Experience within the asset management/housing sector.		<input type="checkbox"/>
Experience with asset management software systems and continuous improvement planning.		<input type="checkbox"/>

<b>Skills, Abilities &amp; Personal Attributes</b>		
Ability to demonstrate strategic thinking and planning.	<input type="checkbox"/>	
Excellent presentation and communication skills.	<input type="checkbox"/>	
Good interpersonal and team working skills.	<input type="checkbox"/>	
Ability to negotiate and influence others to meet the needs and objectives of Ardenglen Housing Association.	<input type="checkbox"/>	
Highly motivated and a personality that fit's the association's drive for continuous improvement.	<input type="checkbox"/>	
Highly proficient within new technology and mobile working.	<input type="checkbox"/>	
Customer focused.	<input type="checkbox"/>	
Ability to plan and prioritise work to meet personal targets and organisational goals.	<input type="checkbox"/>	
Ability to manage a diverse workload and demonstrate good time management to meet challenging deadlines.	<input type="checkbox"/>	
Ability to accept the responsibilities of this senior post and be a problem solver.	<input type="checkbox"/>	
Flexible in approach to work and be innovative and creative.	<input type="checkbox"/>	
Ability to empower and motivate staff at all levels.	<input type="checkbox"/>	

<b>Knowledge</b>		
Knowledge of statutory compliance.	<input type="checkbox"/>	
Legislative & good practice requirements in Asset Management services.	<input type="checkbox"/>	
Scottish Housing Regulator's regulatory framework and Scottish Housing Charter requirements.	<input type="checkbox"/>	
Asset Management and Business Planning process.	<input type="checkbox"/>	
Microsoft Applications word, excel and PowerPoint.	<input type="checkbox"/>	
Good knowledge of wider role and regeneration opportunities.		<input type="checkbox"/>
Familiar with the housing sector in Glasgow.		<input type="checkbox"/>

**Basic Disclosure check maybe be carried out by the association**