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| Logo, company name  Description automatically generated | Job Description | |
| Job Title: | Asset Officer |
| Grade: | EVH Grade 7 (spinal points 22-25) |
| Salary: | £35,022 - £38,456 |
| Responsible to: | Asset Manager |

**Summary of the Role**

The Asset Officer will deliver a comprehensive and high-quality asset and maintenance function for our tenants. This will include ensuring the delivery of planned, cyclical and reactive maintenance as well as taking a key role in the Association having a strong knowledge of our stock condition together with meeting all regulatory and legislative requirements in regard to EESSH 2, SHQS and Landlord Health and Safety. The Asset Officer will work with the Asset Manager with the procurement and management of our contracts ensure this is delivered to the highest standard achieving the most efficient and value for money approach while also providing high quality homes and communities which meet the needs and aspirations of our residents.

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| Repairs and Maintenance | * Develop, review and implement the Co-operative’s Repairs and Maintenance Policy. * Monitor and ensure compliance with Scottish Housing Regulator’s Regulatory Standards. * Monitor and ensure that all Repairs and Maintenance Contractors and Consultants are procured in line with our procurement policy and the relevant legislation. * Ensure that the Association’s Repairs and Maintenance database is properly maintained and updated, as well as reviewing information. * Ensure that pre and post inspections are carried out as per the Association policy ensuring correct diagnosis of works required and achieving value for money in the reactive repairs service. * Periodically monitor and assess the performance outcomes for all contractors and consultants undertaking work for the Association including undertaking regular meetings with our contractors and consultants to discuss performance. * Produce regular performance reports and in the absence of Asset Manager participate where required at Board Meetings. * Ensure that regular customer satisfaction is sought from tenants on the reactive works and report on the results to the Management Team, Board and communicate to our tenants. |
| Contracts | * Work with colleagues and external support to ensure a comprehensive knowledge of our stock through the completion of stock condition surveys, life cycle costing exercises and any additional information for existing stock and all newly acquired stock. * Ensure the efficient delivery of Scottish Housing Quality Standard, EESSSH 2 and tenant’s safety requirements for example legionella, asbestos and fire safety. * Assist the Asset Manager with the implementation, progress and successful completion of the major works and cyclical maintenance programmes. * Work with the Asset Manager to develop specifications, schedules, descriptions of works and other technical information for all contracts. * Where required coordinate the appointment of consultants and regularly and instruct them on contract works. * Organise the preparation and issue of quotations and tender documents in line with the Association’s Procurement Policy, Scheme of Financial Delegation and the relevant legislative guidance. * Regularly monitor spend against budget and provide information and analysis to the Asset Manager including recommendations, identification of risks and progress against works. * Ensure that all contracts are adequately supervised and progress monitored in line with the agreed specifications. * Maintain records including tender and contract documentation, as-built drawings, specifications and Bills of Quantities for all Association properties. * In absence of the Asset Manager lead contract meetings. * Liaise with other staff, promote and consult on repairs and maintenance services and programmes. * Through the Local Authority apply for appropriate grants for medical adaptations and manage this process to support our tenants living independently in their homes * Communicate major repairs and cyclical works programmes to tenants including march-ins, close meetings, publications and face to face contact. * Conduct post contract works satisfaction surveys and report on the results to the Management Team, Board and communicate to our tenants. |
| Health and Safety | * Ensure all staff and contractors work in compliance with the Health and Safety at Work Act, meet the Associations policies and ensure that tenant safety is paramount in maintaining our homes. * With colleagues ensure that the Association’s office environment is maintained to all relevant Health and Safety standards. * Undertake actions designed to ensure that our tenant health and safety obligations are being achieved in relation to areas including asbestos, legionella, fire safety, gas safety and electrical safety * Assist the Health and Safety Administrator in ensuring adequate training for staff, board members and contractors. |
| Other | * Lead by example in demonstrating MHA’s values, ensuring these are always instilled and reflected in your own behaviours and wider staff team. * Contribute to the active encouragement and promotion of participation amongst the MHA tenants and wider community to help inform and develop our community development policies and practice. * Provide support, guidance and knowledge to other staff within the co-operative with responsibility for delivering aspects of the maintenance function. * Promote MHA externally, developing a strong positive brand which is consistent with our values, aims and strategic objectives. * Attend training sessions, both internal and external, as required * Where required be available to work out with office hours to deliver services which meet the need of the organisation and our service users * To actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants, and external agencies. * Any other duties specified by the Asset Manager or CEO that would be considered reasonable within the general level of responsibility attached to the post * Represent the association at internal and external meetings |

**Person Specification**

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|  | | Essential | Desirable |
| Experience and Qualifications | Experience working within a Registered Social Landlord or housing related organisation |  | X |
| Possession of a relevant professional qualification or working toward an appropriate qualification (HND equivalent) in a repairs and maintenance discipline | X |  |
| Experience working within a construction / trade environment |  | X |
| Experience working within a Customer Service focused administration environment | X |  |
| Have experience in carrying out internal/external property inspections and assessing repair work required. | X |  |
| Successful delivery of a variable workload in a frontline customer focused environment | X |  |
| Knowledge | Technical knowledge of maintenance policies and procedures for domestic property | X |  |
| An understanding of social housing and the context within which it works |  | X |
| Understanding of practical management of Health and Safety in domestic property e.g gas, electricity, asbestos, legionella etc. | X |  |
|  | Understanding of equality and diversity legislation and its application to a Housing Association |  | X |
| Skill and abilities | Excellent communication, listening and interpersonal skills | X |  |
| Ability to develop good relationships with staff and external agencies to meet the objectives of the role | X |  |
| Excellent administration skills and the ability to prioritise your workload | X |  |
| Ability to suggest and implement innovative solutions to improve the services of Muirhouse Housing Association | X | X |
| Ability to monitor a budget in relation to Asset and Maintenance activities | X | X |
| Other | Driving license and access to your own car |  | X |
| Able and ability to work flexibly (willing to work outside normal working hours when required) | X |  |
| Excellent ICT skills, including word, excel, power point, outlook etc | X |  |

Summary of our Employment

Terms and Conditions

We are members of [EVH](https://www.evh.org.uk/), and so all our terms and conditions are in line with EVH terms.

The Asset Officer role is based at MHA offices at 11 Muirhouse Medway, Edinburgh, EH4 4RW

Permanent contract, 35 hours per week

EVH Grade 7 (spinal points 22-25)

Annual leave 25 days plus 15 public holidays

Muirhouse Housing Association is part of the SHAPS Defined Contribution pension scheme and offers 2:1 maximum Employer Contribution of 10%

One set of professional fees is paid by the Association