


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Asset Management Coordinator	
Department	Asset Management	
Reports to	Director of Asset Management	
Grade:	6	
Date:	30 November 2015	

Purpose of Job

To coordinate the work of the Asset Management department to meet the business needs of the Association. Managing an administrative team, ensuring all departmental administrative systems, record keeping and support functions are in place and operating effectively.

Responsibility for spending on departmental equipment and administrative budgets. Dealing with the provision of departmental statistics and information. Responsibility for departmental Information and Communications Technology development and inter-department liaison. Acting as PA to the Director.

Main Duties and Responsibilities

1. Responsibility for all departmental electronic and manual administrative systems and procedures.
2. Ensuring the administrative resources available meet the needs of the department.
3. Responsibility for creating and maintaining an electronic departmental filing structure covering all departmental activities. Training staff on its use.
4. Responsibility for onsite and offsite archiving systems for past files and retrieval of the same.
5. Maintaining the Register of Disposals recording property and land sales and other Asset Management registers in line with Government and Regulator Guidance Notes.
6. Liaising with solicitors providing legal advice to clarify Hanover or mutual ownership title deed queries and on other topics for which the department has a need. Obtaining copy titles from Registers of Scotland.
7. Responsibility for departmental equipment, its safe use and storage.

8. Responsibility for departmental equipment and administrative spending matching budgets. Investigating abnormal spending and reporting. Proposing annual equipment and administrative budgets.
9. To maintain the departmental section of the Hub and the Hanover website, updating and extending in line with departmental and organisational needs.
10. Ensuring departmental meetings are supported by agendas, papers and minutes.
11. To liaise with all other departments to ensure processes, records and information flows work effectively, are kept up to date and meet mutual business needs.
12. Identification of areas to develop for joint working. Dealing with information and other requests from other departments and outside bodies.
13. Ensure that departmental use of Information and Communications Technology is maximised. Ensuring maximum benefit is derived from modules on the internal housing software and other internal IT systems by arranging populating new records and the use of new modules.
14. Maintaining an annual departmental diary of work deadlines. Ensuring that statistics, information and meeting papers are provided on time.
15. Ensuring complaints which departmental staff are responsible for are dealt with within deadlines. Ensuring appropriate entries are made to the Complaints Register to show the response made and resolution achieved. Investigating and interviewing when requested.
16. Arranging Induction programmes for new departmental staff. Ensuring all follow-on probationary procedures take place.
17. Ensuring data is maintained and reports generated in a way compatible with Board reporting, departmental reporting and the requirements of external bodies to whom we have a statutory responsibility.
18. Close coordination with Communications colleagues and on-site staff on satisfaction surveys. Analysis of planned maintenance and other satisfaction returns to feed improvements into future programmes.
19. Ensuring that departmental policies and procedures are in place and that reviews are carried out timeously. Undertaking reviews including relevant consultation. Co-ordinating the drafting new policies and procedures to meet new business needs.
20. Identification of redundant, duplicated or obsolete practices. Maximising the transfer of processes to electronic medium where it improves business practice.

21. Writing and providing copy of departmental news for Newsletters and Press Releases.

22. Providing support to the Director through diary management, meeting arrangement and preparation.

23. Ensuring systems are in place to provide statistics to meet Key Performance Indicators.

24. Ensuring the Hanover House style is used on all departmental documents and mail.

25. To line manage a team of administrative staff providing administrative departmental support.

26. Any other duties as required by the Director of Asset Management.

Line Management of:

2 x full time administrative assistants

1 x 0.6 administrative assistant

Job context and other relevant information. The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties

as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: Asset Management Coordinator

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> • Good interpersonal and staff management/leadership skills to ensure that staff are well managed, motivated and competent to achieve required standards of performance. 	Essential
<ul style="list-style-type: none"> • Able to organise staff and other resources to meet workload and resolve immediate and short-term issues on own initiative. 	Essential
<ul style="list-style-type: none"> • Good listening skills with ability to establish the purpose and detail of exchanged information. 	Essential
<ul style="list-style-type: none"> • Clear and effective communicator in speech and writing to achieve service delivery with persons at all levels inside and outside the Association. 	Essential
<ul style="list-style-type: none"> • Understand and be able to apply sound working knowledge of administration. 	Essential
<ul style="list-style-type: none"> • Competent provider of secretarial skills, administrative practice and user of office software packages. 	Essential
<ul style="list-style-type: none"> • Ability to understand the compliance and performance expectations on housing associations and the need to codify processes 	Essential
<ul style="list-style-type: none"> • Understand and be able to apply budget setting and expenditure monitoring. 	Essential
<ul style="list-style-type: none"> • A sound understanding of, and ability to practice, high standards of customer service. 	Essential
<ul style="list-style-type: none"> • Advanced level skills in Microsoft Word, Excel and Outlook or equivalent software. 	Essential
<ul style="list-style-type: none"> • Understand the purpose of, and be able to use effectively, corporate database systems. 	Essential
<ul style="list-style-type: none"> • Able to research and provide information for management reports when assisting colleagues. 	Essential
<ul style="list-style-type: none"> • Understand basic principles of Health and Safety at Work, including Hazard and Risk Assessments. 	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> • Two years experience in demonstrating the above skills and abilities 	Essential

• One year's experience of staff supervision	Desirable
• Working in a comparable administrative role	Desirable
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
• Higher education level or equivalent, including English	Essential
• Certification of occupational courses passed	Desirable
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4. Other <i>This section specifies other factors which may be necessary.</i>	
• An understanding of the Regulatory expectations on housing associations	Desirable
• An understanding of the data, information and performance needs of an Asset Management service	Desirable
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5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential
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