


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Head of Asset Management	
Department	Asset Management	
Reports to	Director of Asset Management	
Grade:	3	
Date:	August 2015	

Purpose of Job

To take full responsibility for the operational service delivery of all asset management maintenance programmes. To include planned and cyclical maintenance, day to day repairs and voids, servicing and periodic inspections and other compliance programmes. To include approved programmes for factored owners.

This Position also involves

- Responsibility for the annual budget process and management of expenditure.
- Establishing, reviewing and compliance with Key Performance Indicators.
- Responsible for reviewing and improving departmental procedures.
- Leading departmental development projects to meet Hanover business needs.

Main duties and responsibilities

1. Coordinating the work of the three departmental managers covering planned maintenance, building services and repairs and voids.
2. Convening meetings and using other methods to ensure departmental and personal Objectives and Key Performance Indicators are set, monitored and met.
3. Responsibility for the annual budget process. Ensuring participation from all relevant parties. Producing a three year budget, annually reviewing and prioritising work.
4. Drawing up the annual Asset Management works programme plan with target stage and completion dates.
5. Monthly monitoring of expenditure during the year. Managing expenditure and programme to deliver all programmes to time and budget. Taking corrective action when necessary.
6. Ensuring procurement is appropriate to work in line with Hanover policy. Ensuring tender documentation is comprehensive and commensurate with the

work planned.

7. To be responsible for the integrity of all departmental data, stock condition surveys, data collection, data management and reporting.
8. To be responsible for contracts drawn up and entered into, their content, monitoring, revision and contract meetings.
9. Identification and implementation of departmental initiatives to produce efficiencies, savings or improved customer service.
10. To appoint consultants and agree terms to cover specialist or volume projects.
11. To ensure suitable policies and procedures are in place to cover designated work areas. Ensuring customer service standards are upheld by staff by following procedures.
12. Introducing new procedures to improve compliance and customer service.
13. Ensuring improved customer service .through joint working with other departments.
14. Implementing channels for customer service feedback to improve service delivery.
15. Ensuring reviews of the Design Brief take account of customer feedback.
16. To be aware of actual or proposed legislation, regulations or regulatory requirements affecting the service. To brief relevant team members ensuring the service is fully compliant.
17. To report regularly on the above matters to the Director of Asset Management.
18. To deputise in the absence of the Director of Asset Management.
19. To lead internal working parties.
20. Representing Hanover at external meetings.
21. Participation in the Hanover Out of Hours rota for emergencies.
22. Any other duties as required by the Director of Asset Management.

Responsible for:

**Building Services Manager
Planned Maintenance Manager
Repairs and Voids Manager**

Data Analysis Officer
Energy Efficiency Officer

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: Head of Asset Management

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>	
• Basic computer skills, including experience using the Microsoft Office suite of programs.	Essential
• Building construction and related technical services knowledge	Essential
• Knowledge of Landlord, Regulatory and Compliance legislation	Essential
• Knowledge of different forms of contract, their advantages and disadvantages	Essential
• Knowledge of different forms of charging eg. Schedule of Rates, Time and Materials	Essential
• Ability to set out work scopes, specifications and tender documents to suit different procurement routes	Essential
• Ability to budget, monitor and change expenditure to meet spending targets	Essential
• Knowledge of managing data from stock condition surveys into property records as the basis for reporting and planning future programmes	Essential
• Ability to formulate a range of annual programmes within set budgets to meet priorities such as stock condition, compliance and other asset management priorities	Essential
• Knowledge of energy efficiency compliance standards	Essential
• Ability to put in place communication and customer care processes that meet customer needs	Essential
• Basic knowledge of health & safety, including identification and reporting of hazards and minimising risks	Essential

2. Experience <i>This section specifies the level and quality of experience required.</i>	
• Three years experience of staff management	Essential
• Three years experience of performance management in a Housing environment	Essential
• Three years experience of budget setting and managing spend	Essential
• Three years experience of programme planning and project management	Essential
• Three years experience of identifying, writing and implementing policies	Essential

and procedures	
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
• Educated to degree standard	Desirable
• Technical qualification	Desirable
• Membership of a professional building, construction or property services body	Desirable
4. Other <i>This section specifies other factors which may be necessary.</i>	
• Driving Licence	Essential
• Ability to attend meetings out of hours	Essential
• Ability to participate in the Hanover Out of Hours emergency rota	Essential
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