

JOB DESCRIPTION

Job Title: Head of Property and Asset
Responsible To: Director of Operations (Housing)
Responsible for: Asset Management
Property Services & Maintenance

Salary £62,000 depending on skills & experience

Overall Role Objectives

- Deliver the strategic priorities and plans for Asset Management and Property Services ensuring good quality customer services through delivering a range of comprehensive services to meet identified needs and aspirations, ensuring financial viability
- To provide vision, leadership and management delivering customer focussed, efficient and effective Asset Management and Property Services.
- To lead on the delivery of Ability Housing Association's asset management strategy, maximising the return on investment of our property portfolio.
- To deliver an effective property management service that delivers a responsive service to tenants and Value for Money to Ability Housing Association.
- To ensure we are compliant with all statutory, contractual, Health and Safety legislation and our regulators requirements.
- To manage annual budgets ensuring corrective actions are taken to avoid unnecessary over or underspend at year end working in collaboration with finance.
- To fulfil the role of 'Building Safety Manager' on behalf of Ability Housing Association.
- Pro-actively ensure that any underperformance or service failure is addressed to ensure KPIs are met.
- Work in collaboration with the Housing Services Manager and other colleagues to deliver seamless services across the housing, asset, and property management functions.

Asset Management

- 2.1 Work with the Director of Operations (Housing) to deliver an effective short-, medium- and long-term Asset Management and Investment Strategy taking a strategic approach to future housing investment, alongside developing plans for properties with poor financial, environmental and/or market performance including plans for properties outside of Ability Housing associations core geographical priority area(s).

- 2.2 Work with the Director of Operations (Housing) to ensure a comprehensive asset review and options appraisals process across the Associations property portfolio.
- 2.3 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.
- 2.4 To ensure a continuous and ongoing process of updating stock condition data is in place and utilised in devising planned maintenance schedules.
- 2.5 Responsible for exploring and investigating external sources of funding opportunity, preparing and executing bids for such activity

Property Services - Technical knowledge

- 3.1 Technical knowledge relating to building construction methods and materials, building standards and defects, schedule of rates, building design and services.
- 3.2 A good working knowledge of relevant statutory frameworks applying to residential properties.
- 3.3 Able to inspect and diagnose repairs, recommend solutions and produce simple specifications and schedules of work.
- 3.4 Provide advice and guidance on building maintenance and property services to colleagues and customers.
- 3.5 Communicate technical matters effectively to a non-technical audience.

Property Services

- 4.1 Develop, implement and monitor effective client-side management arrangements including appropriate contracts/SLA's with external contractors which ensure the delivery of high quality, Value for Money services.
- 4.2 Ensure the effective procurement and delivery of our reactive, planned and cyclical maintenance services and programmes achieving or exceeding agreed KPI's and financial targets to provide value for money, ensuring repairs services are implemented on time and that our stock is maintained to the highest possible standard to meet the needs of our customers.
- 4.3 Ensure the association complies with all property related Health and Safety legislation and regulations, including but not exclusively, Asbestos, Gas, Electrical, Fire and Water / Legionella safety.
- 4.4 Ensure that policies, procedures and processes are fit for purpose and kept up to date in relation to legal or regulatory changes.
- 4.5 Provide technical advice to the service delivery teams where required or ensure that advice is obtained from external sources.
- 4.5 Progress and resolve any disrepair notices that may be served in accordance with procedures.

Housing Development

- 4.1 To contribute to the delivery of a housing development programme, assisting with strategy and representing Ability's interests in the development of high quality, cost-effective homes.
- 4.2 To liaise with architects, surveyors, employer's agents and other professionals throughout the development process and to represent Ability Housing at handover of new properties.
- 4.3 To lead on warranties and defects, ensuring that Ability achieves Value for Money (VFM)

Vision, Leadership and Management

- 1.1 To work with the Director of Operations (Housing) to develop the directorate's asset management strategy. To work with Housing colleagues to deliver such plans, monitoring progress against KPI's and milestones.
- 1.2 To be an effective leader able and willing to lead from the front. Ability Housing Association is a small provider which will require the post-holder to work at both a strategic level and lead on operational issues as required
- 1.3 To implement a performance culture across Asset and Property Services ensuring their line reports understand and own the strategy, know their role and responsibilities in its delivery and are supported to achieve these organisational targets via good management, coaching and appropriate personal professional development.
- 1.4 To maintain up to date knowledge on Policy at a national and local level; to use this knowledge to inform Ability Housing Association of such changes.

Financial and Corporate

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

PERSON SPECIFICATION

Qualifications, Experience and Knowledge:	Essential/Desirable
A Professional technical qualification RICS, CIOB or equivalent or by qualified by experience.	E
Demonstrable and consistent delivery of results and achievement, delivering and exceeding performance targets	E
Experience of delivering customer focussed services, which have been shaped and informed through meaningful engagement with residents	E
Experience of developing and leading successful teams, demonstrating strong leadership and excellent communication skills	E
Up to date knowledge of Landlord Health and Safety, able to evidence a track record of ensuring compliance in this area	E
Extensive knowledge and experience of contract negotiation and management	E
Extensive knowledge and experience of budget management and delivering value for money services	E
Project management and decision-making skills: able to consult and gather information from multiple sources, plan and project manage with available resources to achieve agreed objectives	E
Competent user of Microsoft Word, Excel, Outlook and PowerPoint	E
What you Need to do:	
Provide inspirational leadership and direction – lead, motivate and influence staff at all levels	E
Demonstrate integrity and ownership of issues. As required leading from the front and taking responsibility for operational issues including the resolution of complaints	E
Develop strong relationships and networks with key stakeholders to promote Ability Housing Association and seek new development opportunities	E
Be a visible leader, communicating well with colleagues at all levels and understanding and solving issues that affect and impact on front line service delivery	E
Effectively plan and implement change with a focus on the delivery of results	E
Demonstrable empathy with the values of Ability Housing Association and customer focus to your work	E
Must have full Driving Licence and own vehicle available for work purposes	E
This post is 35 hours a week but with the seniority of the post the post-holder may on occasion need to work additional hours to meet business requirement	E

Excellent interpersonal, written and presentational skills for varied audiences	E
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