



## Arhag Housing Association

### Job Description

Position	Head of Asset Management and Development
Responsible to	Chief Executive

### OBJECTIVES OF THE POST

The objectives of the post are to:

1. Provide the lead on all Asset Management strategy and development through the management and leadership of all staff in the Asset Management team
2. Ensure there are robust and appropriate policies and procedures
3. Successfully implement planned and cyclical maintenance programmes
4. Deliver the responsive maintenance programmes
5. Contribute at a senior level to the overall management of Arhag
6. Provide technical advice to the Association in building, construction and property management matters
7. Strategically procure service contracts
8. Obtain additional income streams for Arhag via the provision of a consultancy service

### MAIN DUTIES AND RESPONSIBILITIES

#### Strategic Management

- Contribute to the development and maintenance strategy. Plus provide and an Asset Management Strategy and Action Plan
- To appraise development opportunities, produce option reports and make recommendations to the Board
- To ensure that the work of the Asset Management team supports the Association in its achievement of the Business Plan objectives
- To provide advice on new and impending legislation and regulations as they relate to the maintenance service and propose strategies and action plans to meet these
- Take the lead in submitting bids for potential development

#### Service Delivery

- To plan and provide appropriate resources to support the effective delivery of Asset Management activities, which provide value for money to the Association and comply with Best Value principles
- To develop and maintain effective systems to support effective delivery of all aspects of the maintenance service
- To develop, prepare and control maintenance budgets
- To manage the day to day maintenance service and undertake the cyclical, reinvestment and programmed works programmes on an annual basis
- To secure external funding for works programmes as appropriate



- To develop and improve effective consultation with tenants and other customers of the Association enabling their participation in all matters which affect them, particularly in the management and maintenance of properties
- To provide technical support to Housing colleagues
- To prepare all necessary tender and contract documentation for repairs and maintenance works to housing and hostels. To seek tenders, issue contracts and supervise works on site to satisfactory completion
- Where appointed, act as Client for ARHAG within the meaning of Construction, Design and Management regulations
- To ensure ARHAG meets its landlord's responsibilities in respect of Health and Safety legislation

### **Performance and Quality Management**

- To develop and maintain effective systems for performance and quality management within a corporate framework, include the setting and monitoring of indicators and annual key tasks for Asset Management
- To ensure that performance and quality indicators are embodied within annual service plans, effectively communicated within the organisation and are cascaded, monitored and achieved throughout the Asset Management team through the employee appraisal scheme
- To ensure that procurement and contract control is carried out in accordance with the Association's standing orders and best practice
- To maintain an up to date knowledge of professional and technical developments within the property services field and advise on and plan for their application within the Association

### **Management and Co-ordination**

- To contribute to the effective planning, management and monitoring of the Association's revenue, capital and employee budgets and to have responsibility for the management of these budgets within the Asset Management team
- To lead, manage and motivate staff within the Asset Management team, ensuring that the recruitment, induction, training and deployment and performance management of employees is carried out in accordance with the Association's policies and procedures and good employment practice
- To keep under review the organisation and administration of the Asset Management team and to make recommendations to the Senior Management Team if changes are considered necessary to secure more effective arrangements to meet changing demands

### **External and Internal Relations**

- To report to the Senior Management Team and the Board as appropriate and attend meetings as required
- To assist the Senior Management Team in developing and implementing an effective communications and consultation strategy which will enable the Association to inform, consult and listen to residents and communities and stakeholders with whom it works, and which will promote a positive image for the Association

- To establish effective working relationships with consultants, contractors and key stakeholders, community, public bodies, the wider voluntary sector and in the business community

**General**

- To attend internal and external training courses as required
- To give a personal commitment to the Association's Equality and Diversity Policy
- To promote and implement the Associations diversity policy in all aspects of work and in dealings with outsider bodies
- To carry out the post holder's responsibility in relation to Health & Safety
- To carry out any other reasonable duties, commensurate with this post as directed



**ARHAG Housing Association**

**Person Specification**

**Post: Head of Asset Management**

	Essential	Desirable
<p><b>KNOWLEDGE</b></p> <p>a) Qualifications: Academic Professional Job-related training Vocational training</p> <p>b) Relevant housing knowledge.</p> <p>c) Previous experience. (Consider level, type, minimum period).</p> <p>d) Control techniques.</p>	<p>Degree level education or equivalent through relevant training and/or work experience</p> <p>3 years' experience of successfully leading and managing staff teams</p> <p>Excellent communication skills both verbally and in writing.</p> <p>5 years' experience of successfully providing day-to-day responsive building maintenance, repairs and re-investment works to residential properties</p> <p>Proven experience in project/contract management</p> <p>Thorough knowledge of legislation, statutory regulations and best practice relevant to property maintenance</p> <p>Thorough knowledge of building contact documentation and administration</p> <p>Thorough knowledge of building and procurement methods including term contracts</p> <p>Demonstrate experience of development both policy and practice</p> <p>Up-to-date knowledge of</p>	<p>Relevant professional qualification (essential) e.g. RICS, CIOB or equivalent</p> <p>You need to have this to run an internal consultancy service and will be required by public liability cover.</p>

	landlord's responsibilities in respect of health and safety legislation	
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**ARHAG Housing Association**

**Person Specification**

**Post: Head of Asset Management**

	Essential	Desirable
ATTITUDE/PERSONALITY	Must be dedicated to providing excellent customer services	
a) Committed to the aims and social purpose of the Association	Must be able to demonstrate a firm and fair management style which is outcome focused and to ensure customer and stakeholder needs are met	
b) Customer service		
c) Staff supervision	Must demonstrate forward thinking	
d) Flexibility	Seeks ways to continuously improve and learn	
e) Fairness/equal opportunities	Shows commitment to supporting team colleagues	
f) Travel/unsocial hours	Demonstrates drive, enthusiasm and determination	
g) Outside interests	Flexible approach to problem-solving essential	
	Commitment to Equal Opportunities and valuing diversity	
	Must hold full driving licence and own a car	
	Min working week 35 hours. Senior staff will be expected to work such hours as necessary to meet the demands of their role; may include evening meetings	