

Asset Officer

Role Title	Department	Reports to
Asset Officer	Development and Customer Experience	Asset and Compliance Manager

Purpose

The Asset Officer will be responsible for delivery of Arks cyclical programme of works and planned investment programme including the decarbonisation of the Associations existing stock. Taking on a key project management role to ensure all works are designed and carried out to meet statutory legislative and regulatory requirements, achieve Energy Efficiency Scottish Social Housing (EESH) 1 and 2, Scottish Housing Quality Standards (SHQS) and fulfil our landlord property compliance obligations to ensure Tenant and Resident Health and Safety.

Working closely with the Asset and Compliance Manager, the Asset Officer will support procurement and management of Arks contracts to ensure works are delivered to the highest standard, to achieve the most efficient and value for money approach, whilst also providing high quality homes and communities which meet the needs and aspirations of our customers.

Support the Asset Compliance and Contracts Officer to certify Ark fully meet their landlord property compliance obligations to ensure Tenant and Resident Health and Safety.

In conjunction with the Asset and Compliance Manager, you will contribute to the development and implementation of Arks policies and the supporting operational procedures.

Responsibilities

A key part of this role is to support the Asset and Compliance Manager to deliver the aims and objectives of Arks approved Asset Management Strategy to realise the desired outcomes to improve the quality and energy efficiency of our homes.

Fact Finding and Analysis

- Assist the Asset and Compliance Manager with the implementation, progress and successful completion of cyclical maintenance programmes and planned investment programmes.
- 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.
- To undertake stock condition surveys on Ark's assets, consisting of individually surveying each property and all associated internal and external common areas.
- To deal with tenant queries arising from surveys at first point of contact or signpost to the relevant colleague.
- In conjunction with the Health and Safety Manager, identify any health & safety risks within our stock and take responsibility to ensure this is recorded and necessary action taken to remove, mitigate or manage the risk.
- Maintain the asset management system to ensure that this stock condition data is kept up to date and reflects all works carried out and to ensure this data is refreshed on a cyclical basis.

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- Work with the Asset and Compliance Manager and in conjunction with the Development Manager develop specifications, schedules, descriptions of works and other technical information for all contracts.
- Support the Asset and Compliance Manager and in conjunction with the Development Manager prepare tenders and quick quotes on Public Contract Scotland and ensure that all information is properly recorded; to include entering the necessary completion of procurement register.
Manage the co-ordination, installation and completion of medical adaptations and ensure changes to components are updated on the asset management system.
- Communicate planned investment and cyclical works programmes to tenants, guardians, colleagues and where relevant care and support teams.
- Manage and oversee the delivery of external contracts in the role of client project manager.
- Perform inspections, instruction, and supervision of planned maintenance works, ensuring all appropriate policies and procedures are consistently applied and implemented and to ensure specifications have been met and the quality of works comply with industry standards, statutory regulations, and Ark standards.
- Ensure that all contracts are adequately supervised in accordance with Construction Design & Management (CDM), and progress monitored in line with the contract programme.
- Maintain records on the HMS including tender and contract documentation, as-built drawings, specifications, and Bills of Quantities for all Association properties.
- Monitor and report on contractor and consultant performance, including response times and works schedules, keeping Customer Services colleagues informed of progress to ensure projects are effectively managed and internal and external customers are informed.
- Contribute to conjunction with the Health and Safety Manager to the preparation and implementation of the departmental risk analysis and maintenance of the risk register to ensure the Association and its tenants are not exposed to any risk that could have been reasonably identified and effectively controlled or mitigated in the most efficient manner.
- Assist the Asset and Compliance Manager with a periodic review, amendment and implementation of policies and procedures as required, including the identification of improvements in processes to ensure a consistently high standard of service delivery and to ensure compliance of statutory regulations, legal requirements and relevant codes of practice are achieved.

Innovation and Initiative

- Take the lead in the collation, validation and interpretation of performance information relating to the asset management programme, including SHQS; EESSH 1 and 2
- To efficiently use mobile devices and software to collect all associated assets survey data for recording on the HMS.
- Take the lead in the management of asset insurance claims regarding potential, live and ongoing insurance claims, prepare data for submission to the insurer. Keep customers and colleagues in Housing and Finance updated on outcomes and planned remedial or corrective works.
- Ensure stock data is regularly updated to reflect works recently undertaken.
- Provide reports for the Asset and Compliance Manager, as required to inform future strategic asset management planning process.
- Take the lead in the collation, validation and interpretation of condensation, damp and mould problem solving and investigation and monitoring the associated KPIs and in turn prepare data for submission to the SHR.

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- 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, mould and damp and CDM.
- Take the lead in the management of customer alterations and improvement requests regarding potential, live and ongoing requests, analyse requests and prepare written responses to customers. Keep customers and colleagues in Housing updated on outcomes and planned improvements and alterations to be made, referring to current policy and procedure.
- Support the Asset and Compliance Manager and Development Manager in the review of Asset Management and Development policy and procedures.
- To lead on major repairs and keep customers and colleagues updated on outcomes and planned improvements and components replacements to be made.

Interpersonal Skills

Internal

- Ensure all activity is within the policies, practices, and procedures of Ark.
- Work in partnership with the business using a customer centred approach.
- Contribute to the Development and Customer Experience Department and wider team, prepare reports/presentations to the Asset and Compliance Manager as required.
- Support and provide accurate and timely performance reports Key Performance Indicators (KPIs), and Scottish Housing Regulator reporting information.
- Maintain effective relationships across Ark.
- Take responsibility for continually developing self to maximise personal contribution to the job.
- Manage time, workload and work priorities as delegated by the Asset and Compliance Manager. Accountable for budget monitoring and contractor performance in relation to planned investment contracts and implement corrective actions.
- Manage all problem-solving issues, be responsible and accountable for decisions and actions.
- Work unsupervised and as part of a team.

External

- Maintain effective relationships with external care and support providers that deliver services to our tenants.
- Maintain effective relationships with Arks Contractors and Suppliers.
- Contribute to the active encouragement and promotion of participation to all Ark customers and wider community to help inform and develop our policies, procedures, and practice.
- Promote Ark externally, developing a strong positive brand which is consistent with our values, aims and strategic objectives.
- To actively promote Arks Equality, Diversity, Inclusion and Human Rights Strategy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants, and external agencies.

Leading and Developing People

- Plan and manage works to minimise disruption to our customers.

- Resolve any operational issues with contractors / consultants and investigate complaints in accordance with the Ark's complaints handling procedure and manage the implementation of lessons learned.
- Conduct post contract works satisfaction surveys and report on the results to the Customer Experience Management Team, SLT, Board of Management and our customers. Survey results should support continuous improvement.

Resources

- Assist in identifying one and five-year delivery models for our Asset Management planned maintenance and single contract works.
- Work with the Asset and Compliance Manager to develop and manage the action plans arising from each of the major component replacement programmes, highlighting performance and achievements and liaising with other teams as required.
- Regularly monitor spend against budget and provide information and analysis to the Asset and Compliance Manager including recommendations, identification of risks and progress against works.
- Monitor budgets for cyclical and planned investment in conjunction with the Asset and Compliance Manager. Exercise financial control, including authorisation of works and payments to contractors at agreed rates. Check, code and approve / match and vary values on the HMS invoices in line with delegated authority levels. Record payments within relevant project monitors to assure spend limits and agreed budget targets are met.
- Working with the Customer Services Team, manage the literature available for customers who are undergoing major works is available, distributed and up to date.
- In absence of the Asset and Compliance Manager lead contract meetings.

Impact on Decisions

Provide project management and supervision of investment projects to the Group's housing stock, and to prioritise and administer the investment budget for planned preventative maintenance and capital improvement works.

- Lead on the development of specifications of planned maintenance works, identifying contractor requirements and all statutory compliance elements including planning, building warrant, and Health and Safety.
- Coordinate, manage and monitor performance of annual/term contracts in relation to the Group's stock, demonstrating compliance with appropriate regulations and are in line with the Group's policies, procedures, and procurement rules.
- Provide, issue, and publish specifications / tenders, negotiate service agreements, and undertake appraisals of contractors' performance, to ensure compliance with appropriate regulations and the Group's policies and procedures. Collate, assess and report on tender returns making recommendations to appropriate delegated authorising Senior Management colleague.

Person Specification

Qualifications	Essential	Desirable
• Educated to HND level or equivalent in building, construction, or other relevant professional qualification; or demonstrate an acceptable level of transferrable skills and experience.	X	
• Project Management Practitioner Qualification (APM/Prince 2) and / or demonstrable track record of handling and monitoring multiple jobs simultaneously through to completion.		X
• CSCS Cardholder at relevant level.		X
• Membership of professional body in relevant discipline e.g. AGSM, ICWCI, CIOB.		X
Experience		
• Substantial experience of property maintenance and/or development, including project management, compliance, budgetary control, contract administration, programme management and working with communities.	X	
• Experience of building and construction Health and Safety, Fire Risk assurance including building design and specification and the material qualities of building components.	X	
• Substantial contract management experience with knowledge of standard forms of contract, procurement methods and tendering processes.		X
• Experience of working in property services for a Housing Association or Local Authority.		X
• Experience working within a Customer Service focused administration environment.	X	
• Successful delivery of a variable workload in a frontline customer focused environment.	X	
• Confident in working with Microsoft Office packages.	X	
• Confident in working with Excel or other spreadsheet packages.	X	
• Use of asset management / HMS and works order software packages.	X	
• Use of customer relationship software to answer enquiries and complaints within defined timescales.		X
• Working knowledge of the housing association programme management and able to meet key deadlines.		X
• Detailed understanding of the scope and content of current legislation and regulations applicable to building works.	X	
• Ability to understand key principles of building contract documentation.		X
• Knowledge of procurement legislation relating to RSLs.		X

• Awareness of Building Standards and Construction Health and Safety.	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, fire, legionella, and management damp, mould and condensation etc.	X	
Skills		
<p>The successful candidate should have the following key skills:</p> <ul style="list-style-type: none"> • Highly developed ability to work under pressure and co-ordinate a varied and complex workload. • Strong planning, administrative, time management and organisational skills. • Strong written and verbal communication skills and ability to clearly explain technical issues to nontechnical staff. • Highly organised; able to meet tight deadlines and co-ordinate changing priorities and demands in a pressured working environment. • Able to manage change, adopt best practice, drive continuous performance improvement and value for money. 	X	
Competencies		
<p>As well as the ability to do this role will be assessed in conjunction with the following competence areas:</p> <ul style="list-style-type: none"> • Professional Boundaries - Demonstrate a high level of integrity and confidentiality. • Continuous Learning - Ability to take responsibility for own learning and continuous improvement. • Communication - Excellent communication and interpersonal skills and a good listener. • Customer Service - An understanding of and a strong commitment to the principles of customer service. • Problem Solving - Use professional judgment to achieve creative solutions and deliver great outcomes for customers. • Teamwork - Ability to operate independently and as part of a team/ Show a willingness to participate and contribute effectively to the wider staff team. 	X	
General		
Full driving license and access to a vehicle	X	