



## **JOB DESCRIPTION**

### **ASSET MANAGEMENT OFFICER**

**Responsible to:** Asset Manager

#### **Role of Property Team**

The Asset Management team provides a comprehensive property maintenance service to tenants including capital improvements; cyclical and responsive maintenance. In addition they provide development related services to AHP in furtherance of its corporate objectives.

#### **Overall Responsibilities**

Contribute effective technical support to the overall property management of AHP, and assistance in development related responsibilities to enable AHP to meet its aim of providing affordable housing in Aberdeenshire/ Aberdeen City; a supportive and effective housing management service to our tenants and other service users within AHP's operational area.

#### **Job Summary**

To ensure that all capital; cyclical; responsive and other construction/maintenance work is carried out to AHP's standards; specifications and schedules. Ensure that any works are carried out in line with the terms of the contract; to the required standard; meet agreed timescales and is within the agreed budget. The post holder is required to carry out inspections while the work is in progress and/or when completed - all in accordance with AHP's policies and procedures.

The post holder will support the core values of the AHP Group and work to uphold such values in all aspects of their work.

#### **1 Vision:**

*Our vision is to provide excellent services that meet our tenants' expectations and those of other stakeholders. We aim to become a provider of choice in the services we deliver and develop these through engagement.*

#### **2 Core Values:**

*Ambition* – empowering through innovation and challenge.

*Equality* – doing the best for individuals and communities in a fair and equal way.

*Respect & Professionalism* – towards each other, the people we work with, the people we serve and our environment.

*Achievement* – delivering outcomes that matter and make a real difference – now and in the future.



## **Assignment & Review of Work**

The Asset Manager is responsible for assignment, direction and review of work.

This monitored by informal meetings and staff contact, passing completed work for review. Formal review is carried out, e.g. signing off work and supervision meetings.

The Asset Management team also hold regular meetings to discuss workload, and progress made on outstanding property management issues.

The post holder may be required to work on behalf of the AHP Group (which includes Moray Housing Partnership) from time to time and this would include working across Aberdeenshire and Moray.

## **Essential Job Functions**

- A Help ensure that AHP's properties are maintained to the highest possible standards and in accordance with the Scottish Housing Quality Standard as a minimum.
- B To assist the Asset Manager deliver an effective and responsive reactive and cyclical maintenance service to AHP's tenants and other service users – including maintenance of void properties.
- C Assist the Asset Manager identify, establish, implement and review programmes of work required to develop and improve AHP's properties.
- D Assist the Asset Manager deliver affordable housing through any requisite development related activities
- E Assist with the financial, technical and feasibility studies of maintenance; capital programme; SHQS and development projects in accordance with AHP's Evaluation Framework

## **Key Tasks**

### **Planned and Cyclical Maintenance & Improvement Programmes**

#### Technical

- Assist the Asset Manager ensure that AHP carries out its responsibilities in relation to all its planned and cyclical maintenance services (including open spaces and play areas) as required by statute and AHP's own policies.
- Assist the Asset Manager implement the Delivery Plan in respect of the Scottish Housing & Quality Standard (SHQS) through the implementation of the necessary programmes of work required to achieve this.
- To assist the Asset Manager identify, establish, implement and review programmes of work required to improve AHP's properties.
- Assist in Identifying priorities for improvement taking into account the condition of the housing stock and tenants wishes and aspirations and assist the Asset Manager implement and review programmes of work accordingly



- Assist in implementing contracts for capital; planned and cyclical maintenance services, and the review and monitoring of these in relation to performance and quality, taking account of tenant feedback and other performance indicators.
- Collect and compile data and information for use in life cycle costing and other projects

### **Response and Void Repair Services**

#### Technical

- Assist the Asset Manager to ensure that AHP carries out all its responsibilities in relation to reactive repair services as required by statute and AHP's own policies – including instruction and authorising of works.
- To assist in the implementation and review of contracts for the (general and specialist) reactive repair services.
- Carry out pre and post inspections of work as directed.
- Ensure all technical aspects of void control are undertaken in accordance with AHP policies; procedures and in accordance with requisite timescales.

### **Development**

#### Technical

- Assist with the establishment of design (property and estate), specification and programming of development contracts, including design and build projects as well as through traditional and collaborative procurement routes.
- Assist the Asset Manager and other members of the Management Team in relation to negotiations with strategic partners including local authorities, developers, the Scottish Government etc in relation to new developments including preparation of the SDFP and contribute toward Local Authority Strategic Housing Investment Plans (SHIP) – processes.
- Provide technical assistance on development sites as required.
- Ensure familiarity with all the relevant drawings, specification and written instructions, checking them and use them as reference when inspecting works.
- To assist in appraising plans and development proposals and to suggest improvements and amendments as necessary
- Assist in the preparation of valuations and submission of cost reports for funding.
- Carry out regular inspections of all developments within a designated area to ensure they meet AHP's standards and specifications.
- Prepare weekly reports to record site conditions; progress and quality of work.
- To work in a collaborative manner with all partners, local authorities, fellow RSL's, funders, consultants and contractors.
- Assist with the completion of HAG and other Grant Funding Applications in relation to new development, aids and adaptations etc.



### **Communications / Working Relationships**

- Maintain a good working relationship between the departments through team meetings and other communication methods i.e. telephone and e-mail.
- Ensure continuity of work, and that AHP is meeting the needs of the organisation, its tenants, board members and business contacts.
- To ensure that AHP's Health & Safety policies and practices are upheld at all times as far as they relate to the post holder; staff (as appropriate) and contractors.
- To provide technical support, as required, to the Housing Services team through the Asset Manager.

### **Duties**

- Arrange for the full range of capital improvements/replacements to be carried out and, where necessary, help prepare detailed specifications and bills of quantities to obtain competitive tenders. All should be in accordance with AHP's policies and procedures.
- Ensure all prescribed checks/tests are carried out within prescribed timescales including gas safety; in home electricals; control of legionella and portable electric appliances.
- Assist with the organisation and implementation of medical aids/adaptations and other specific asset related requirements including HMO Licensing; implementing AHP's affordable warmth strategy and activities related to any NHT and Mid-Market renting.
- Carry out quality control reviews to monitor timescales and carry out inspections on a pre and post basis to monitor contractors' performance and standard of work. Where timescales and/or quality is not being achieved, initiate appropriate action.
- Effective day to day liaison with tenants and other service users – as required
- Carry out the role of clerk of works (in relation to maintenance and new build works) for AHP and to other organisations, as directed by the Asset Manager.
- Assist with maintenance and asset management service delivery associated with any factoring services provided by AHP; other new business activities or any other relevant duties as required by the Directorate.

### **Administrative**

- To update AHP's property related information including stock condition, programmes of work, certifications, guarantees etc.
- Assist the Asset Manager to secure tenant feedback on contracts to ensure continuous improvement.
- Assist in the analysis and preparation of performance related and other reports to the Board and AHP Developments Board as required.
- Check contractors' invoices, within the Scheme of Delegated Authority and following up queries with contractors as required.
- Assist with the delivery of AHP's Health & Safety policy; procedures and inspection regime as it relates to property services; factoring and other AHP assets.



- Ensure records held on ICT systems for developments; improvements and maintenance are up to date.
- Authorise expenditure for all types of repair; replacement, maintenance and upgrading within agreed limits and in accordance with agreed procedures (schedule of delegated authority)
- To provide technical support as required to customers and colleagues.

April 2015

## **ASSET MANAGEMENT OFFICER**

### **PERSON SPECIFICATION**

#### **Education & Qualifications**

- Educated to at least "H" level or equivalent minimum standard that meets the requirements of the post and/or relevant construction, maintenance or building related professional qualification
- Post qualification experience in building construction/maintenance industry
- Track record of continuous personal/professional development

#### **Knowledge & Experience**

- Significant experience in Property related Asset Management including experience of responsive and planned maintenance
- Experience of undertaking inspections for quality control purposes and clerk of works functions
- Knowledge and understanding of current developments in building technology
- Awareness of policy and regulatory frameworks applicable to asset management in the affordable housing environment
- Able to demonstrate good knowledge of maintenance techniques
- Experience of effective risk identification and risk management (including Health & Safety implications)
- Experience of dealing with contracts along with proven ability to liaise with and manage/monitor contractors
- Demonstrable experience of stock condition issues
- Good awareness of budget management; including monitoring and reporting

#### **Skills**

- A confident team player
- Excellent people; operational and project management skills – proven ability to deal with people at all levels
- Strong personal organisation skills including ability to manage a diverse and demanding workload within a constantly changing environment

- Ability to work under pressure; prioritise workload and meet performance targets
- Proven technical ability to diagnose problems and identify solutions
- Demonstrates the willingness to take ownership of problems to ensure resolution
- Proven ability to use own initiative to make appropriate decisions
- Good communication skills including written; verbal and interpersonal
- Good IT skills and working knowledge of Microsoft Windows applications and repairs/maintenance based software

### **Personal Attributes**

- Committed to overall excellence and particularly provision of excellent service at best value
- Strong customer focus
- Highly motivated; enthusiastic and dedicated
- High standards of integrity, fairness and professionalism and ability to build trust and respect throughout the organisation
- Adaptable and able to work flexibly including from time to time evenings and weekends (as required)
- Valid clean driving licence

April 2015



ABERDEENSHIRE HOUSING PARTNERSHIP

CONFIDENTIAL

# Application for Employment

APPLICATION FORMS MUST BE CLEARLY WRITTEN IN BLACK INK OR TYPED

Post applied for

## PERSONAL DETAILS

Surname Name  First Name

Address where we can write to you:

Post Code

If you can be contacted during the day by phone, please give the number:

If you have a telephone at home, please give the number

Do you hold a current driving licence?  YES  NO

Is it clean?  YES  NO

If no please give details

## Eligibility to Work in the UK

If your application is successful we will need to see evidence that you are eligible to work in the UK before you commence employment.

Are you eligible to work in the UK?  YES  NO

If yes, please give your National Insurance number

If you do not have a national insurance number we will ask you to produce other evidence of your eligibility to work in the UK if you are selected as the successful candidate.

## Disclosure of Criminal Convictions

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974?  YES  NO

If you have an unspent conviction we will look at in relation to the job you have applied for before making a decision. All information will be treated in confidence.



If you have criminal convictions, not considered spent under the Rehabilitation of Offenders Act 1974 please give details:

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**EMPLOYMENT HISTORY**

Please give details of past and present work. This can be paid work, voluntary work or work from home. Start with the most recent.

**Current Employment**

From	To	Name of Employer, Job Title and Key responsibilities	Reason for leaving	Notice period

**Previous Employment**

From	To	Name of Employer, Job Title and Key responsibilities	Reason for leaving

Please continue on a separate sheet if necessary.



**ADDITIONAL INFORMATION IN SUPPORT OF YOUR APPLICATION**

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for the applicant to provide additional information in support of their application.

**Please continue on a separate sheet if necessary.**

## REFERENCES

Please give the name and address of 2 people to whom references can be made. One of whom must be your current or most recent employer.

1. 

Name:
Company:
Address:
Tel No:
Email:

2. 

Name:
Company:
Address:
Tel No:
Email:

Please tick box if you do not wish referees to be approached without prior permission.

## GENERAL INFORMATION

Where did you see/hear about this post?

Candidates with a disability are guaranteed a job interview subject to meeting “essential” criteria detailed in the person specification. Please indicate that you have a disability and wish to be considered under the disability guaranteed job interview scheme.

YES       NO

## DECLARATION

I confirm that to the best of my knowledge the information I have provided in this application is correct.

- (a) I am/am not related in any way to a Board member of AHP.
- (b) I am/am not related to any member of staff, consultant, contractor or supplier to AHP. Schedule 7 of the Housing (2001) Act refers.

Signed  Date

## Data Protection Act

By signing this application form you consent to Aberdeenshire Housing Partnership using and keeping information about you, provided by you or by third parties i.e. referees, relating to your application for future employment.



# Equal Opportunities Monitoring

PLEASE COMPLETE AND RETURN WITH YOUR APPLICATION FORM

Application for the Post of

### 1. ETHNIC GROUP

Please choose one section from **a** to **e**, then tick the appropriate box or give details to indicate your ethnic background.

#### a. White

- Scottish
- Other British
- Irish
- Gypsy/traveller
- Polish
- Any Other White Background \*

#### b. Mixed

- Any mixed background \*
- \*Please describe

#### c. Asian, Asian Scottish, English, Welsh, or other Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background \*
- \*Please describe

#### d. Black, Black Scottish, English, Welsh or other Black British

- Caribbean
- African
- Any other Black background \*
- \*Please describe

#### e. Other Ethnic background

- Arab, Arab Scottish or Arab British \*
- Any other group

### 2. GENDER

- Male  Female

### 3. SEXUAL ORIENTATION

- Lesbian  Gay
- Bisexual  Heterosexual
- Other

### 4. DEPENDANTS

Do you have any dependents and/or caring responsibilities?

- Yes  No

### 5. RELIGION

- a. Buddhist
- b. Church of Scotland
- c. Hindu
- d. Jewish
- e. Muslim
- f. Roman Catholic
- g. Sikh
- h. Other Christian
- \*Please describe
- i. Other religion
- \*Please describe
- j. No Religion

### 6. DISABILITY

Under the Equality Act (EA) disabled people have a legal right to fair treatment in employment. The EA defines a disability as a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.

Do you consider yourself to be disabled within the definition of the EA?

- Yes  No

\*If Yes, please state briefly the nature of your disability

### 7. MARITAL STATUS

- Married  Not married
- Civil partnership

### 8. AGE

- under 25  25-34
- 35-44  45-54
- 55-64  Over 65

### 9. ADVERTISING SOURCE

- Internal  Job centre
- Word of mouth  Online
- Newspaper  \* Other \*

\*Please describe

## **EQUAL OPPORTUNITIES POLICY STATEMENT**

**Aberdeenshire Housing Partnership is committed to ensuring and promoting diversity and equality of opportunity in housing, employment and the provision of services for all people within its range of work. We welcome applications from all sections of the community.**

**Aberdeenshire Housing Partnership aims to ensure that no job applicant or employee receives less favourable treatment on grounds of sex, marital status, age, race, colour, nationality, ethnic or national origin, religion or disability, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.**

**Please complete the Equal Opportunities monitoring form with your application form as this will help us to evaluate the effectiveness of our recruitment policies and practices. The information you provide will be treated as confidential and will not form part of the selection process.**

### **Employing people with disabilities**

**Aberdeenshire Housing Partnership intends to implement the actions required to become a “Positive About Disabled People” employer.**

**All applicants who have a disability and meet the minimum criteria for the post will be interviewed.**

**Aberdeenshire Housing Partnership monitors its recruitment and selection procedures to ensure that it does not discriminate under any of the following laws on equality:**

- **Sex Discrimination Act 1975**
- **Race Relations Act 1976**
- **Equality Act 2010**
- **Employment Equality (Sexual Orientation) Regulations 2003**
- **Employment Equality (Religion or Belief) Regulations 2003**

**The information you disclose on completion of this monitoring form constitutes sensitive personal data as defined by the Data Protection Act 1998. The processing of this data for the purposes of monitoring equal opportunities is permitted under the Data Protection (processing of Sensitive Personal Data) Order 1999.**

**Your personal data may be held in a computerised system. The information you provide will only be used for monitoring purposes, it will be treated in strict confidence and will not form part of the interviewing process. This form will be detached from your application form on receipt and will be kept separately.**