

**JOB DESCRIPTION AND PERSON SPECIFICATION**  
**HEAD OF ASSET MANAGEMENT**  
**DECEMBER 2024**

## Job Description

<b>Job Title:</b>	Head of Asset Management
<b>Service Area:</b>	Communities
<b>Function:</b>	Housing
<b>Team:</b>	Asset Management
<b>Post number:</b>	HO0228
<b>Grade:</b>	LBR 22
<b>Hours/weeks:</b> <b>E.g. 36 hours/52.14 weeks</b>	36 Hours per week
<b>Base location:</b>	The Orchards Housing Office Broadmead Road, IG8,
<b>Reports to:</b> <b>Job title</b>	Operational Director of Housing
<b>Responsible for:</b> <b>Job titles of direct reports</b>	Line management of direct reports: Repairs Operations Manager Compliance and Building Safety Manager Capital Investment Operations Manager Programme and Stock Data Manager

<p><b>Role purpose and role dimensions:</b></p> <p><b>Overview of the role:</b></p> <p><b>Accountable for the effective operational and strategic management of LBR's Asset Management services</b></p> <p><b>Ensuring the Council comply with the requirements of the Building Safety Act 2022 and Fire Safety Order 2005 (and 2021 amendments) and all other relevant regulations and standards i.e. Building Regulations</b></p> <p><b>Leading on the development and delivery of the Housing asset management strategy and ensuring the delivery of LBR's commitment to have all homes to a minimum EPC 'C' rating by 2030</b></p> <p><b>Responsible for the management of internal staff as well as external contractors through a range of contracts to ensure works are delivered to a high standard</b></p> <p><b>Prioritising customer engagement and satisfaction - responsible for delivering a responsive and effective service that is accessible and suitable to tenants needs.</b></p> <p><b>Act as Sustainability champion pertaining to Council Owned Stock.</b></p>	<ul style="list-style-type: none"> <li>▪ Reporting to the Operational Director of Housing, the post holder will be responsible for all Asset Management functions; Compliance, Building Safety, Repairs, Capital Investment and Strategic Asset Management.</li> <li>▪ To support the Accountable Person under Building Safety Act 2022 in the day-to-day management of buildings ensuring the HRA housing stock is safely managed and promote the openness, trust and collaboration with residents fundamental to keeping buildings safe in line with all current legislation.</li> <li>▪ Ensure that the asset management strategy is kept current and based upon reliable, accurate stock condition data. This will drive the stock investment programme and integrate with the Housing Business Plan and the Housing Strategy</li> <li>▪ Ensure that all contracts for planned and responsive work are robust, comprehensive, cost effective and up to date. Ensure that all procurement rules, financial standing orders and legal requirements are all followed in tendering for works</li> <li>▪ Develop existing partnerships with current contractors to deliver great service within clearly defined budgets</li> <li>▪ Develop and maintain a culture of active contract management with clear KPIs and delivery of social value by contractors</li> <li>▪ Ensure there is compliance and consistency on all aspects of Health, safety and Compliance and other regulatory requirements within your area of the business. (Ensure that the housing service can demonstrate compliance with all statutory maintenance and servicing obligations).</li> <li>▪ To ensure consultation with leaseholders, ensuring all Section 20 statutory requirements are met, and that there is a quality advice and support service provided on planned programmes</li> <li>▪ Develop a strategy to identify opportunities to lever in external funding and/or other resources.</li> <li>▪ Maintain and develop key relationships within the Directorate, across the Council and at a political level</li> <li>▪ Report and be accountable to Scrutiny Panels and relevant Council Committees</li> <li>▪ Be personally accountable for budget and performance management across all areas of your service, ensuring the management of budgets and investment plans to deliver full spend against the anticipated expenditure each year.</li> <li>▪ Effective consultation, empowerment and working with staff, tenants and leaseholders ensuring they shape the service that is delivered.</li> <li>▪ Developing new funding arrangements including bidding for additional external funding, such as energy grants, where appropriate</li> <li>▪ To embed the requirements of the Councils Equal Opportunities policy within the day to day activity of the demand led repairs service.</li> <li>▪ The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.</li> </ul>
<p><b>Key external contacts:</b> <b>Organisations</b></p>	<ul style="list-style-type: none"> <li>▪ External contractors and consultants, suppliers, local councillors &amp; MPs, customers and the Housing Ombudsman, Regulator of Social Housing.</li> </ul>
<p><b>Key internal contacts:</b> <b>Job titles or groups of staff</b></p>	<ul style="list-style-type: none"> <li>▪ Housing Management, Finance Team, IT Team, Temporary Accommodation Team.</li> </ul>

<b>Financial dimensions:</b> <b>Budgetary responsibility &amp; amount.</b>	<ul style="list-style-type: none"> <li>▪ To actively manage the annual Revenue and Capital budget of circa £30m ensuring sound financial oversight and scrutiny.</li> <li>▪ To ensure receipt of accurate financial data (including accruals) from the relevant IT systems, from contractors, in order that robust financial monitoring is in place and can be properly assessed / evaluated.</li> </ul>
<b>Key areas for decision making:</b>	<ul style="list-style-type: none"> <li>▪ Take stock investment decisions that fit within the overall business plan</li> <li>▪ Ensure investment plans are developed for the future of homes that are reaching the end of their design life or exhibit other signs of stress</li> <li>▪ Balance customer and political expectation against a defined budget and value for money criteria</li> <li>▪ Develop and deliver options that provide the best solution for driving value across all areas of Housing</li> <li>▪ Identifying synergies within your area of responsibility and/or across the housing service.</li> <li>▪ Lead on the development of Services Plans that will cover the forthcoming year for your area of responsibility.</li> <li>▪ To promote and sustain a positive working relationship with elected members.</li> </ul>
<b>Other considerations:</b> E.g. working patterns	<ul style="list-style-type: none"> <li>▪ Deputise for Operational Director of Housing as and when required</li> <li>▪ Provide cover for other senior management team colleagues</li> </ul>

## Person Specification

<b>Job Title:</b>	Head of Asset Management		
<b>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</b>		<b>A - I - T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	Degree or equivalent level qualification in specialised Building/Construction/Housing discipline	A/I	3
	Recognised Professional Building Qualification and Membership of the Chartered Association of Building Engineers (CABE), Royal Institute Chartered Surveyors (RICS), Chartered Institute of Builders (CIOB) or similar professional body (IET, CIBSE, BIFM or the IFE)	A/I	3
<b>Minimum experience/ knowledge/ skills:</b>	Proven experience of leading Compliance and Building Safety functions, including at least five years in a senior management capacity	A/I	3
	Proven experience in delivering Repairs and Maintenance services, including housing capital programmes, for at least five years in a senior management capacity, on time and budget	A/I	3
	Leading Maintenance contracts and partnering operations within service level agreements, housing repairs legislation and construction health and safety legislation	A/I	3
	Evidence of positive, visible and approachable leadership skills in motivating, empowering and inspiring others, and capable of delivering a complex range of services and identifying actions to deliver improvement	A/I	3
	Up to date knowledge of policy issues relating to housing and asset management, including, Consumer, Building and Fire Safety regulations	A/I	3
	An understanding of the issues relating to new build development, estate renewal and regeneration of housing estates and areas.	A/I	3
	Ability to present and write complex reports for a range of audiences	A/I	3
	An understanding of the need and commitment to ensure equality of opportunity for customers, staff and internal and external stakeholders.		

<b>Minimum competencies: Customer service</b>	Ability to engender a customer focused "can do" culture within the team and to actively contribute towards the effective and efficient provision of quality services in response to enquiries from both the general public and service departments.	A/I	3
<b>Communicating and influencing others</b>	Excellent Interpersonal and Communication Skills Personal and professional demeanour which commands the confidence of colleagues, customers, Councillors, external partners and other stakeholders, and able to establish positive relationships.	A/I	3
	Ability to negotiate with partners and the contractor centered around achieving satisfactory outcomes and value for money.	I	2
	Good numeracy, written and presentational skills and an ability to negotiate effectively	A/I	3
<b>Working together</b>	Demonstrable ability and experience of effective and successful line management of a multi-disciplined team and associated resources,	A/I	3
<b>Analysis and judgement</b>	Ability to think laterally and develop creative and innovative ideas and solutions to problems, and to exploit new 'smarter' ways of doing things, to achieve goals	A/I	3
<b>Planning, organising &amp; achieving results</b>	Ability to plan, manage and monitor projects and programmes of work, including ability to act on own initiative and meet deadlines	A/I	3
<b>Budgetary</b>	Ability to manage and control budgets and information systems.	A/I	3
	Sound financial awareness and proven ability of managing a multi-million pound works budget	A I T	3
<b>Leadership and managing people (for those with line management responsibility)</b>	Ability to work closely with and support the activities of the Head of Service to embed a performance management culture by carrying out annual appraisals of direct reports and ensuring the wider application of the appraisal process across the team, setting objectives maintaining staffing levels and identifying through these processes training and development needs that support the development of a highly skilled and motivated team	A/I	3

<b>Strategic perspective (for senior management posts)</b>	Project Management principles relating to cost control, target setting and performance monitoring.	A/I	3
	Building Technology and Defects diagnosis relating to residential buildings.	A/I	2
	Change Management - Knowledge and understanding of principles, tools and techniques used for managing change and ability to influence change within the service.	I	2
	A sound understanding and experience of working within a multicultural environment with vulnerable residents and an acute awareness of equality matters	A/I	3
<b>Special conditions:</b>	To attend evening and weekend meetings as required	I	3
	To work on a rota basis to be on call out of hours duties including weekends and bank holidays	I	3
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	