

Asset Manager

**Salary – Grade PO13 £45495 - £48587
(23/24 pay award pending)**

A new and exciting opportunity has arisen for the post of Asset Manager based primarily in Shrewsbury, but with travel across the county to the Bridgnorth and Oswestry areas.

We're looking to recruit a highly skilled, self-motivated, and innovative individual to lead the Asset Management Team. Reporting to the new post of Assistant Director of Assets you will have an integral role in developing STAR's Asset Management Strategy along with a 30-year Asset Plan and in planning for how we meet our energy efficiency and net zero ambitions. You will be responsible for ensuring the successful delivery of our planned maintenance and capital investment programmes and ensuring our approach to asset management is data-led, customer-focussed and supports a culture of safety.

As the Asset Manager you will be responsible for service delivery, providing leadership to a team of officers, giving direction and professional guidance with accountability for performance and alignment to STAR's strategic priorities along with budget management.

Who are Shropshire Town and Rural Housing?

We are an Arm's Length Management Organisation with responsibility for the management of all 3995 Shropshire Council owned homes in the Oswestry & Bridgnorth areas. We put the needs of our residents at the centre of how we deliver our services, in line with our vision, **"listening to our residents, together we create quality homes and vibrant communities"**

What will you get in return?

- Up to 33 days annual leave per year, plus bank holidays
- Access to Local Government Pension Scheme (employer contribution rate of 19%)
- Hybrid Working Policy
- Employee Benefits Portal, including the introduction of a salary sacrifice car scheme
- Wellbeing Support Package, which includes access to top counselling and physiotherapy services
- Training and development opportunities

For an informal discussion please contact Tom Forty, Operations Director on 07972 727522 or Harpreet Rayet, Managing Director on 07837 820861.

Please send your completed application form to jobvacancies@starhousing.org.uk

Closing dates for application: 9.00am, Monday 3rd July 2023

Interviews week commencing 17th July 2023

Job Description

1a Details of Post

- Title:** Asset Manager
- Post Number:** TBC
- Grade and SCP:** PO13, SCP39 – 42
- Reports to:** Assistant Director of Assets
- Responsible for:**
- 2 x Stock Condition Surveyors
 - 1 x Asset Management Analyst
 - 2 x Investment Programme Officers
 - 1 x Building Surveyor
 - 2 x Tenant Liaison Officers

1. Main Purpose

Reporting to the Assistant Director of Assets, you will play a crucial role in managing our housing stock and delivering our Asset Strategy.

With a focus on developing our 30-year asset investment plan; ensuring the successful delivery of planned maintenance and capital investment programmes; sustainability and net zero initiatives; stock condition surveys; and the asset intelligence programme.

This role will lead a team of staff, ensuring high-levels of performance to support the achievement of STAR's Asset Strategy and will be responsible for overseeing a £5 million budget. The role is required to procure and manage a range of external contractors and partners to ensure projects and programmes meet all required outcomes, and to drive continuous improvement across the organisation.

Roles & Responsibilities

- Develop and maintain a 30-year investment plan and a 5-year delivery plan for our housing assets.
- Oversee planned maintenance programmes, stock condition surveys, and the asset intelligence programme, ensuring that all work meets quality standards, budget constraints, and customer satisfaction objectives.
- Lead sustainability initiatives, including developing and implementing net zero programmes, to enhance the environmental performance of our housing stock.
- Procure and manage contractors, including evaluating their performance, ensuring adherence to contracts, and resolving any issues or disputes.

- Implement robust policies, procedures, and frameworks to manage contractor performance and ensure the successful delivery of work.
- Ensure compliance with all legal and regulatory obligations, including the Regulator of Social Housing, health and safety, and Construction (Design and Management) Regulations.
- Oversee the successful execution of the budget, ensuring value for money and managing financial risks.
- Embed a customer-centric culture within the asset management team and wider organisation.
- Lead and manage a small team to deliver high-performance results and encourage a highly engaged working culture.
- Support the long-term asset strategy and ensure the organisation stays current with legislation, technology, and best practices in housing maintenance and sustainability.
- Ensure the association meets the government's Decent Homes Standard.
- Report to the AD of Assets, SMT and all other relevant stakeholders on progress in implementing our Asset Strategy.
- Maintain strong stakeholder relationships, advocating for sustainability and net zero initiatives
- Identify, mitigate and manage risks to STAR associated to the delivery and management of an Asset Investment programme
- Drive continuous improvement across the organisation.

Performance & Customer Focus

- Engage with residents and customers, maintaining an appropriate personal profile.
- Ensure services and plans are customer-focussed and meet the needs of current and future residents.
- Act as an advocate for their service and work collaboratively with colleagues across STAR Housing to meet the needs of the customer.
- Meet individual performance and personal development targets agreed through the Personal Development Review Process, learns from experience and is committed to continuous improvement individually and as an employee of STAR Housing.

Conditions of Service

The conditions of service are those laid down by STAR Housing, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

- a) The post is based at The Spruce Building, Shrewsbury, however a Hybrid Working Policy is in place.
- b) This post is subject to the following:
 - The post is Permanent for 37 hours per week.
 - Occasional evening work may be required.
 - The post is subject to the organisations' Annualised Hours Scheme.

- c) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.
- d) Annual leave entitlement is 28 days per year, rising to 33 days after 5 years' service, two of which need to be held for Christmas Closure's. In addition, staff receive statutory bank holidays and a concessionary day at Christmas is given at the Company's discretion.
- e) The appointment is subject to three months' notice in writing on either side.
- f) The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.
- g) Smoking is not allowed in STAR Housing buildings, vehicles or in any STAR Housing places of work.
- h) It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on STAR Housing business at the rate of 45 pence per mile.
- i) The post may require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.

Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form.

**Person Specification
Asset Manager**

Attributes	Essential/Desirable	Method of Assessment
Qualifications (or equivalent skills)	<p>Essential:</p> <ul style="list-style-type: none"> • Degree level qualification in a construction related discipline. • Qualification in management. <p>Desirable:</p> <ul style="list-style-type: none"> • Membership of a relevant professional body such as CIOB or RICS. 	Documents & Interview
Experience and Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent understanding of the drivers of outstanding public services and their relationship to social housing. • Minimum of 2 years' experience working at a senior management level in a housing or related organisation. • Strong knowledge of UK housing regulations, the Decent Homes Standard, sustainability best practices in housing, and compliance with legal and regulatory obligations including the Regulator of Social Housing, health and safety, and construction legislation. • Proven experience in strategic planning, managing maintenance programmes, leading sustainability and net zero initiatives, overseeing stock condition surveys 	Documents & Interview

	<p>and asset intelligence programmes, and ensuring compliance with CDM regulations.</p> <ul style="list-style-type: none"> • Experience of working with internal colleagues and key partners to successfully develop and manage the strategic direction of whole services. • Experience of effective business planning and budget preparation to achieve strategic business objectives. • Experience of developing and managing contracts in a technical client role for asset management services. • Experience of procuring and commissioning of asset management services using good practice and range of methods of procurement • Experience of effectively managing dispersed teams across wide geographical areas. • Experience of successfully influencing and persuading elected representatives. • Experience of successful leading change. • Experience of successfully developing a performance culture. 	
<p>Specialist skills and abilities</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of the legislative and regulatory environment in which housing services are delivered including LA governance requirements, the TSA, the HCA and its requirements. • Knowledge of good practice in the delivery of asset management services including those required in relation to health and safety. • An understanding of the policy issues and practical challenges facing LA housing providers working in a rural environment. • Knowledge of IT solutions to assist in the delivery of services. • An understanding of the issues facing support providers and the regulatory framework in which services are provided. 	<p>Scenario, Documents, Interview & Test</p>
<p>Personal skills and attributes</p>	<p>Essential: Has a strategic focus on the business and has the skills, knowledge and personal attributes to develop, implement and review appropriate business strategies. This includes:</p>	<p>Scenario, documents, interview & test</p>

- Ability to digest complex and legislative information and identify key points for action.
- An understanding of the importance of value for money and efficiency, with the capacity to drive this forward in the business.
- Knowledge of local and national economic and other issues and apply this when planning how to meet broad business needs.
- Able to work with partners, internal and external to meet business needs.
- Able to develop ambitious and achievable plans that include stretching business objectives and targets.
- Excellent interpersonal skills, with the ability to build strong relationships with internal and external stakeholders and influence decisions.
- A proactive attitude, a commitment to continuous improvement, and the ability to embed a customer-centric culture within the team.
- Excellent project management skills that ensure that business objectives, service improvement and targets are achieved.

Has the skills, knowledge and attributes to lead change. This includes:

- Continually striving to initiate and support change to improve and address business needs.
- Understands and can respond to changing priorities for services.
- Applies learning from own and others experience, including external organisations both within and external to social housing.
- Generates new and imaginative ideas and solutions to work related issues. Identifies fresh alternatives and shows a willingness to question traditional assumptions.
- Able to manage the needs of multiple stakeholders both internal and external.
- Good IT skills so that the team are able to effectively use technology.

<p>Decision making, impact and innovation</p>	<p>Essential:</p> <p>Able to focus on results. This includes:</p> <ul style="list-style-type: none"> • Demonstrates drive, a desire to work well and achieve goals. • Excellent planning and organising skills. • Able to meet deadlines set and work under time pressure. • Sets and clearly communicates business goals. • Demonstrates a readiness to make decisions including when under pressure. • Takes the initiative and originates action. • Willing to take on stretching tasks or additional responsibilities. • Uses own initiative, handle issues and takes responsibilities for own actions and manages conflicting priorities and situations. <p>Able to get the message across. This includes:</p> <ul style="list-style-type: none"> • Liaising and networking. Proactively building positive relationships with others inside and outside the organisation to improve knowledge, share information and benchmark services and where appropriate develop shared service delivery. • Influences, convinces or impresses others in a way that results in acceptance, agreement or behaviour change using a variety of mediums and techniques. • Communicates clearly to customers, partners and individuals in a clear and concise manner both verbally and written. • Public relations skills including making presentations to customers, politicians and other stakeholders. • Listens to others while being receptive and open – minded. <p>Has the ability to get the best from others. This includes:</p> <ul style="list-style-type: none"> • Developing and building a consensus on the vision and direction for services. • Builds effective teams and motivates others through leadership to meet business needs. • Inspires others and leads by example and adapts leadership style to different people, cultures and situations. • Able to solve problems effectively to drive the business forward. 	<p>Scenario, documents, interview & test</p>
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	<ul style="list-style-type: none"> • Stays calm under pressure and keeps difficulties in perspective. • Remains optimistic despite periodic setbacks and copes well with change. • Actively seeks to develop self and others. <p>Has the ability to make the right things happen. This includes:</p> <ul style="list-style-type: none"> • Understands the business significance of their work in terms of cost and service impact. • Able to negotiate, persuade and influence others to ensure that can meet business needs. • Initiates change to meet develop and meet business needs. 	
<p>Special working conditions</p>	<p>Essential:</p> <p>The post will require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary and access to own transport.</p> <p>Must be able to deal with:</p> <ul style="list-style-type: none"> • Hazards when visiting properties in poor and/or dirty conditions. • Working in a lone worker capacity. • Can be subjected to abusive and unpleasant behaviour. <p>In carrying out the duties outlined above, the post-holder may at times be expected to be working 'out on the patch' rather than in the normal office environment, including dealing with difficult customers.</p>	<p>Documents, interview</p>

Please ensure that the Job Description and Person Specification are used as a guide when completing your application form. All of the criteria will be assessed via your application form; further methods will be used to support this in the interview stage.