

Assistant Director of Assets

**Salary – STAR LG4 £62,000 - £67,000
(23/24 pay award pending)**

We have created an exciting new Assistant Director post to join our Senior Management Team. Working alongside the Operations Director you will coordinate and lead our Asset Management teams to deliver our planned and cyclical maintenance programmes and sustainability and next zero work. The role will also be critical in overseeing our compliance and property safety work, ensuring we maintain the high standards of safety for our residents

With a strong technical background, you will also be heavily involved in overseeing our Development Programme and demonstrate current knowledge of key environmental risk areas and to support sustainability.

You will assist senior Directors in delivering strategic asset management planning and help the organisation make future investment decisions.

You will have a proven track record of leadership and success at senior management level and be able to demonstrate your ability to manage multi-disciplined teams in the delivery of high profile, complex programmes of work.

The post is based primarily in Shrewsbury, but with travel across the county to the Bridgnorth and Oswestry areas.

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:** Assistant Director of Assets
- Post Number:** TBC
- Grade and SCP:** STAR SC04LCG4
- Reports to:** Operations Director
- Responsible for:**
- Compliance Manager
 - Asset Manager
 - Development Manager

1. Main Purpose

Reporting directly to the Operations Director, the main purpose of the Assistant Director of Assets will be the organisations' lead all asset management, development and compliance functions.

The role is responsible for ensuring that our homes meet the desired quality standards and remain safe for our residents. The role plays a key role in developing strategy and in overall delivery of our long-term asset investment planning; delivery of planned, cyclical maintenance and capital investment programmes; sustainability and net zero initiatives; and stock condition surveys. This role also oversees new build development and regeneration programmes, ensuring they meet the expectations of both our organisation and residents.

The Assistant Director of Assets will play a crucial role in driving the growth agenda in collaboration with colleagues.

Key Responsibilities

- Lead the development and execution of the overarching Asset Strategy, ensuring alignment with organisational goals.
- Lead, manage, and develop the assets and compliance teams, fostering a culture of high performance and engagement and ensuring all policies and procedures are adhered to
- Oversee the development and management of a 30-year asset investment plan
- Oversee the successful delivery of all asset management activities, including planned and cyclical maintenance and capital investment programmes, maintaining a robust understanding of the quality and condition of our assets.
- Directly oversee compliance activities, ensuring we meet all regulatory and legal requirements, and developing a safety-first culture across STAR
- Lead the organisation's work on energy efficiency, net zero and carbon reduction initiatives.

- Act as the organisational lead on corporate health and safety, developing and implementing robust health and safety management systems.
- Drive procurement and contract management strategies, overseeing the procurement of contractors and ensuring value for money and contract compliance.
- Oversee new build development and regeneration programmes, managing the development of project briefs, oversight of agents and contractors, and ensuring end products meet organisational and resident expectations.
- Collaborate with colleagues to drive the growth agenda, ensuring assets contribute to the expansion and enhancement of the organisation.
- Develop and maintain comprehensive asset and compliance strategies, policies, and procedures.
- Ensure robust data management, reporting, and governance across all asset and compliance activities.
- Oversee budget management across asset and compliance activities, ensuring financial effectiveness and value for money.
- Collaborate with colleagues to embed compliance and customer-centric cultures across the organisation.
- Prepare and present reports to the Board, Council and Senior Management Teams to ensure effective governance and decision making
- Build and maintain strong stakeholder relationships across internal and external stakeholders
- Stay current with changing regulatory and legal requirements and best practices in asset and compliance management.
- 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
- Actively participate as a member of STAR's management team to share responsibility for the overall performance of the business and the delivery of shared corporate goals.
- 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
Assistant Director of Assets

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. • 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"> • Extensive experience of working at a senior management level in a housing or related organisation • Significant experience in asset and property management, preferably within a housing association, with at least 5 years in a leadership role. • Proven experience in strategic planning, business planning, and leadership, with the ability to develop and implement asset and compliance strategies. • Excellent understanding of the drivers, impacts and outcomes of delivering an outstanding public service and their relationship to social housing • Demonstrable experience of working with internal colleagues and key partners to successfully develop, implement and manage the strategic direction of the whole service • Deep understanding of asset management, compliance legislation, and health and safety requirements. • Demonstrable experience of effective business planning and budget preparation to achieve strategic business objectives 	Documents & Interview

	<ul style="list-style-type: none"> • Demonstrable experience of negotiating, developing and managing contracts in a technical client role for asset management services • Demonstrable experience of tendering, procuring and commissioning of asset management services using good practice and a range of methods of procurement • Demonstrable experience of reviewing and managing procured contractual services • Demonstrable experience of effectively managing dispersed teams across a wide geographical area • Demonstrable experience of successfully negotiating, influencing and persuading internal and external stakeholders, up to and including Board level • Demonstrable experience of successfully developing, implementing and leading on a change management program • Demonstrable experience of successfully developing a performance and customer focussed culture • Experience of managing a combined budget in excess of £5 million • Experience of developing, implementing and managing a new build program 	
<p>Specialist skills and abilities</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Extensive knowledge of the legislative and regulatory environment in which housing services are delivered including STAR Housing governance requirements and the RSH and its requirements • Extensive knowledge of good practice in the delivery of asset management services including those in relation to health and safety and property compliance • An extensive understanding of the policy issues and practical challenges, and how to overcome those challenges, facing social housing providers working in a rural and/or urban environment • Knowledge of IT solutions to assist in the delivery of services, or making the delivery of those services more efficient • Strong awareness of emerging technology developments in property and asset management 	<p>Documents & Interview</p>

	<ul style="list-style-type: none"> • An understanding of the issues facing support providers and the regulatory framework in which services are provided 	
<p>Personal skills and attributes</p>	<p>Essential:</p> <p>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> <ul style="list-style-type: none"> • Ability to digest complex and legislative information and identify key points for action and lead on any action if required. • An understanding of the importance of value for money and efficiency, with the capacity to drive this forward in the business, whilst securing alternative funding streams. • Excellent interpersonal and communication skills, with the ability to build strong relationships with internal and external stakeholders, and to influence decisions at all levels. • Knowledge of local and national economic and other issues and applying this in developing, implementing and reviewing strategies to meet broad business needs. • Able to work with partners, internal and external and influence and negotiate with those parties in order to achieve and meet the needs of the business. • Able to develop, implement and review ambitious and achievable business plans that include stretching business objectives and targets. • Excellent project management skills that ensure that business objectives, service improvement and targets are achieved. • A proactive and strategic mind-set, with a strong commitment to continuous improvement and the ability to instil a customer-centric culture within the team and the wider organisation. • Exceptional leadership and people management skills, with the ability to inspire, influence, and develop teams. 	<p>Scenario, documents, interview & test</p>

	<p>Has the skills, knowledge and attributes to lead change. This includes:</p> <ul style="list-style-type: none"> • Continually developing initiatives and lead on change management projects to improve and address business needs. • Understands and can respond to changing priorities for services in advance and plan resources appropriately to manage the change in priorities. • 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 and lead on any relevant changes. • Able to manage the needs of multiple stakeholders both internal and external up to and including board members. • Good IT skills so that the team are able to effectively use technology. 	
<p>Decision making, impact and innovation</p>	<p>Essential: Able to focus on results. This includes:</p> <ul style="list-style-type: none"> • Demonstrates drive and will work well to achieve goals using project management methodology. • Excellent planning and organising skills. • Able to meet deadlines set and work under time pressure. • Sets and clearly communicates business goals. • The ability to make decisions when under pressure. • Takes the initiative and originates action. • Taking 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 	<p>Scenario, documents, interview & test</p>

	<p>benchmark services and where appropriate develop shared service delivery through influencing and negotiation.</p> <ul style="list-style-type: none"> • Influences, negotiates and 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 at all levels internal or external to the organisation in a clear and concise manner both verbally and written. • Public relations skills including making presentations to tenants, board members politicians and other stakeholders. • Listens to others while being receptive and open – minded, yet challenging where appropriate. <p>Has the ability to get the best from others. This includes:</p> <ul style="list-style-type: none"> • Developing, initiating and reviewing strategic actions once a consensus on the vision and direction for services has been agreed through consultation. • 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 large scale, complex and contentious issues effectively to drive the business forward. • 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. 	
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	<ul style="list-style-type: none"> • Develops, initiates and leads on change management programs to meet business needs, yet takes account of the impact of those programs upon staff members to ensure levels of involvement and engagement are maintained. 	
<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.