



Job Description

Job Title:	Asset Management Officer
Company:	ClwydAlyn Housing Limited
Responsible to:	Asset Manager (Lead Asset Management Officer)
Responsible for:	Providing a comprehensive Responsive, Planned and Cyclical maintenance service to ClwydAlyn residents and clients and to provide technical support, as appropriate, to the Maintenance Delivery team.
Qualifications:	HNC Building or equivalent, or relevant experience working towards professional qualification and/or membership to CIOB
Date of Evaluation:	February 2018

Disclosure & Barring Service (DBS) Check Requirement:

This role has been assessed as requiring an **Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check**. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role.

Any risks identified through the DBS check will be reviewed and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in our DBS Policy available on the Intranet or upon request from the People Team.

1. Purpose of the Post

- 1.1 To work within ClwydAlyn and its nominated list of external Contractors including the in-house Contracting subsidiaries to provide a comprehensive maintenance service to the Company's residents and clients.
- 1.2 To understand and identify the needs and requirements of the ClwydAlyn Housing residents in relation to their properties through inspections, technical scheme inspections and resident meetings, consultations and Home Health Check surveys as appropriate.
- 1.3 To be responsible for the maintenance and improvements for the properties within their geographical zone for the responsive day to day maintenance and other asset management duties inclusive of Void property turnaround as appropriate.
- 1.4 To assist the Maintenance Team in ensuring the provision of a quality and cost-effective Responsive, Planned and cyclical service to residents and clients and maintaining the company's housing stock and property assets to a high standard in compliance with the Welsh Government requirements.

- 1.5 To be the single point of responsibility for all maintenance issues between the Contractors and the ClwydAlyn residents within the designated geographical patch.
- 1.6 To take initiative with management of own geographical patch including daily decision making, finding solutions, problem solving and use of technical knowledge & experience at their own discretion taking into consideration impact on residents, staff, and collaborative partners.
- 1.7 To work with the Lead Asset Manager to define the brief and requirements for all responsive, void and cyclical maintenance work within the designated geographical patch and agree a budget and programme of works for contracts/orders in the short, medium and long-term timeframes.
- 1.8 To plan and initiate maintenance work within the designated geographical patch in accordance with approved policies, processes, and procedures.
- 1.9 To consult with Resident Services Managers and the Asset Manager with regards to the planned programmes and to ensure that full consultation takes place at all stages through planning, resident consultation, contract preparation, building works and post completion.
- 1.10 To promote, and adhere to, the Association's Customer Care Charter and consult with tenants/residents as required having due regard to the scale and scope of the proposed works with the aim of achieving high levels of resident satisfaction
- 1.11 To ensure that the work of contractors is overseen, as appropriate having due regard to the scale and scope of the works and the current in House Contracting working arrangements and conforms to ClwydAlyn requirements in terms of quality, timing, value for money and resident satisfaction.
- 1.12 To identify the recovery of monies owed to ClwydAlyn on all maintenance matters, including insurance claims, contractors' liabilities, and rechargeable repairs.
- 1.13 To represent ClwydAlyn and its clients in meetings with residents, consultants, and contractors.
- 1.14 To liaise with other departments and work closely alongside Development colleagues in relation to new build properties and smooth transition into maintenance management
- 1.15 To provide cover for other Asset Management Officers duties as required.
- 1.16 To provide technical advice and guidance to staff and members of ClwydAlyn when requested to do so by Senior Management.
- 1.17 To maintain Continuous Professional Development.

2. Knowledge & Abilities

- 2.1 In addition to the qualification requirements it is considered the postholder will have a thorough knowledge and experience in respect of:
 - 2.1.1 The design, construction and maintenance of residential buildings and Office Accommodation.
 - 2.1.2 The Inspection of properties and diagnosing defects specifying repairs and preparing schedules of defects and preliminary estimates.
 - 2.1.3 The ability to prepare detailed briefs and specifications for repairs, adaptations, and improvements.

- 2.1.4 The ability to administer and supervise works contracts of small and medium values.
- 2.1.5 Knowledge of building regulations, construction law and regulations relating to maintenance and improvement works and the ability to ensure as far as is reasonably practical that all work complies with same.
- 2.1.6 The ability to monitor contractors' performance against pre-determined standards and targets, report thereon, and to provide timely information for the collation of Key Performance Indicators.
- 2.1.7 The ability and knowledge to carry out post inspections on reactive maintenance work, as appropriate to the in House Contracting working arrangement agreement, to ensure that works ordered have been completed to an approved standard and timely manner.
- 2.1.8 The ability, knowledge and understanding of working with residents with diverse needs.
- 2.1.9 The ability and knowledge to undertake Home Health Checks and prepare compilation reports.
- 2.1.10 Knowledge and understanding of The Building Regulations and Disability Discrimination Act and the practical implementation on building works and properties.
- 2.1.11 Knowledge and understanding of Health & Safety regulations and practical implementation on building works.
- 2.1.12 Knowledge and understanding of Asbestos Management and the Control of Asbestos at Work Regulations 2012

3. Managing Others

- 3.1 The postholder will, as required, liaise, monitor, supervise and instruct Contractors and/or Consultants.
- 3.2 The postholder will be responsible for being one of several officers designated on a rota system as a "tier 1 contact person" for resolving queries or authorising emergency action if contacted by the "emergency out of hours" reactive repair service agency.

4. Working with Others

- 4.1 The postholder will liaise with residents affected by any maintenance contract, ensuring always that a high standard of customer care and consultation is maintained.
- 4.2 Working within a team environment, it is expected that the postholder has a thorough understanding and experience of team working within and external to the Company and working with staff and personnel from diverse disciplines.
- 4.3 Excellent communication and behavioural skills are required to ensure effective service delivery. The postholder will be expected to:
 - 4.3.1 Work closely with and fully participate in the successful relationship of an in - House Contracting team for the delivery of an efficient Maintenance Service and meeting Consortium and the Company's strategic objectives.
 - 4.3.2 Provide technical advice and guidance to staff and members of ClwydAlyn

- 4.4 The postholder will provide information and contribute to reports containing relevant information and advice on Maintenance services and the performance of the in - House Contracting team performance and issues for the Head of Assets and/or the Principal Asset Manager and Directors as appropriate.

5. Problem Solving / Decision Making / Innovation

- 5.1 The postholder is expected to work within defined frameworks, both internal and external to ClwydAlyn and solve problems within existing broad procedure and policy direction.
- 5.2 The postholder will be required to resolve residents and client's requirements and priority conflicts and ensure that resident and clients' liaison is functioning effectively.
- 5.3 The postholder will have the ability to work efficiently with emphasis on daily problem solving, decision making and technical knowledge whilst providing value for money service within set budgets
- 5.4 The postholder will have the experience and knowledge to manage their own geographical area whilst delivering market leading standard of practice on a day to day basis.
- 5.5 The post holder will undertake to assist Senior Management when required in the resolution of complaints

6. Use of Technology

- 6.1 The postholder is expected to have knowledge, understanding and practical experience of IT packages relating to maintenance services, development, and stock condition management.
- 6.2 The postholder is expected to have knowledge, understanding and use of mobile working equipment and surveying equipment.
- 6.3 The postholder will be expected to ensure that the IT systems relating to Maintenance, property attributes and stock condition are kept up to date in terms of asset management in the designated geographical area.

7. Budgets & Cash Handling

- 7.1 The Postholder will monitor report and assist the Head of Assets and/or the Asset Manager in managing and controlling the budget on all aspects of maintenance, landscaping, heating, electrical and mechanical servicing and testing on capital and non-capital expenditure on works in the designated geographical area.

8. Unsocial Conditions / Special Circumstances

- 8.1 A flexible approach to the role is required which may include occasional evening and weekend working together with periodical meetings out of ClwydAlyn area of operations which may require out of hours travelling and occasional overnight stay.

- 8.2 To keep up to date with developments in the relevant fields of work through attendance on courses, seminars and conferences, as appropriate.
- 8.3 The post holder will be required to participate in a rota system to provide assistance for out of hours emergency's, dealing with an array of maintenance related issues which may the post holder in certain circumstance to attend on site.

9. Core Responsibilities

- 9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Company.
- 9.3 To comply with the Company's Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Company policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Company Policy and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Manager, Director, Executive Director, Chief Executive or Board of Management.



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