



Job title:	Lead Asset Officer
Responsible to:	Principal Asset Manager
Responsible for:	Regional/ Area management within the Asset Team for the Day to Day operations and planned team to provide Safe, Affordable and Well-Maintained homes to ClwydAlyn residents and its clients.
Qualifications:	Qualification in an appropriate professional discipline or appropriate degree in relation to construction, maintenance and rehabilitation of residential buildings, together with experience and knowledge of building construction and legislation. HNC/HE Construction or equivalent minimum requirement.
Date of Evaluation:	January 2024

Purpose of the role

- 1.1 A *Lead Asset officer* role responsible for managing a team who will be undertaking the delivery of the Asset management Strategy including the delivery of WHQS compliance related works, cyclical, capital and revenue work streams working closely with the Head of Asset Management & Principal Asset Manager to manage annual budgets and achieve high levels of resident satisfaction and service improvements.
- 1.2 To work collaboratively across the group to provide advice and support to enable the business to meet its statutory legal obligations.
- 2. Scope of Role**
 - 1.1 To ensure all ClwydAlyn Homes are well maintained, affordable and safe to live in meeting both statutory legal obligations.
 - 1.2 To provide regional team based line management duties for the area Asset Management Officers in ensuring the provision of a quality maintenance, WHQS compliance delivery, facilities management and cyclical services to our residents, maintaining homes and other assets to a high standard and in compliance with necessary regulations and landlords obligation.
 - 1.3 To line manage the area team to deliver a culture and value-based provision which helps to improve the services to all stakeholders with emphasis on high satisfaction and resident experience is achieved.
 - 1.4 To undertake and arrange an annual surveying programme of all the group asset portfolio in line with current requirements such as PAS 2035,

and de- carbonisation to ensure that both capital and revenue works are recorded and forecasted into future budgets.

- 1.5 Undertake and provide a system where quality assurance inspections are undertaken and recorded to provide information to be used to improve both service and product performance.
- 1.6 To ensure that adequate resources/programmes are made to delivery Welsh Housing Quality Standards (WHQS).
- 1.7 To provide input and influence to maintain an active asset management approach and make informed decision based on stock data, ensuring ClwydAlyn business objectives, VFM and ensuring our service is maintained to our residents.
- 1.8 To identify areas of investment to ensure ClwydAlyn homes and communities are adequately invested through activities including completion of Large scale works, Insurance refurbishments and Health & Safety projects, Development of Environmental works to improve communities and reviewing sectional activities to provide continued improvement of ClwydAlyn Homes through innovation and improving specifications, whilst achieving Value for money.
- 1.9 To be the point contact to support technical queries from asset officers whilst ensuring that training and CPD is current.
- 1.10 Be person focused and manage/assist resolving both complaints and concerns related to the service provision.
- 1.10 To actively promote and deliver on stakeholder engagement to achieve increased levels of Satisfaction and improvement to services.
- 1.11 To provide reports and update KPI's on key work streams activity.