



JOB DESCRIPTION

Job Title: Head of Asset Management

Accountability: Director

Responsible for: Leadership of Assets Team
Leadership of Factoring Service Manager

Date: July 2025

1.0 Job Purpose

The specific purpose of the post of Head of Asset Management is to ensure delivery of highly efficient and professional asset, investment and development services through the Association's Asset team and external contractors to meet the needs and expectation of our tenants and other customers. The key remits of this role are:

- ❖ Leadership of Assets Team and Head of Factoring Services
- ❖ Deputise for Director (Holiday/ Absence cover)
- ❖ Management of contractors, consultants, and other service providers
- ❖ Compliance with all associated legislation and good practice
- ❖ Delivery of SO- Improving Housing Quality
- ❖ Delivery with SMT of 4 no. SOs
- ❖ Leading on delivery of quality services in investment, reactive, planned and cyclical maintenance
- ❖ Leading on delivery of high-quality environmental management function
- ❖ Responsible for asset management of community centre
- ❖ Policy for asset functions
- ❖ Performance reporting, improvement and returns including delivering SHQS and EESSH
- ❖ Health and Safety –customer, homes, staff and offices
- ❖ Procurement
- ❖ Project management and contract compliance
- ❖ Compliance- eg asbestos management, fire safety, gas safety
- ❖ Stock condition and lifecycle costings
- ❖ Factoring policy and owner engagement
- ❖ Stakeholder engagement in remit

Upholding our values

Role and responsibilities are carried out whilst upholding the values of the Association as these guide our behaviours, decisions and actions

Be **Honest** and open in our approach, decisions and communications

Be **Accountable** to our tenants, community and each other

Be **Respectful** and considerate in how we treat each other

Be **Supportive** and willing to go the extra mile

2.0 Key Tasks and Responsibilities

2.1 To contribute to the overall strategic and operational direction and objectives of the Association, ensuring asset team issues are taken into account

- ❖ Contribute to the development and review of the Association's Internal Management Plan;
- ❖ Assist the Head of Housing and Communities in preparing the Housing Team's Contribution plan, which will contribute to the achievement of organisational aims and objectives.
- ❖ Assist the Head of Housing and Communities to develop the Customer Services' Risk Map, which will identify risks that may affect the activities, services and performance of the Housing Department. This will include the identification of controls to mitigate the risks to the achievement of our objectives and goals.
- ❖ Collaborate with Senior Management Team members in the preparation of budgets for reactive repairs, planned and adhoc investment works.
- ❖ Assist in the work to meet the requirements of the Scottish Housing Regulator i.e. Regulatory Standards; Submissions to the Regulator; and implementation of the Scottish Housing Charter.
- ❖ Analyse key areas of the Asset Services' activities to identify strategic solutions to improve the performance and service to meet organisational goals and the needs of our tenants, other customers and key stakeholders.
- ❖ Ensure the management and administration of the Asset Team functions adhere to legislative and regulatory requirements, as well as good practice.

2.2 To develop asset policies and procedures to ensure that the work of the Association's Asset Management Department complies with related policies, current law, the Association's rules, requirements of The Scottish Housing Regulator and good practice

- ❖ In conjunction with Head of Housing and Communities, ensure the Asset Section delivers a high quality and responsive asset service to the Association's tenants and other customers.
- ❖ Provide leadership and direction to the asset and factoring team to ensure they are fully conversant with their roles and responsibilities, to achieve their tasks and targets in their job and departmental key tasks, which will contribute to the achievement of organisational aims.
- ❖ Develop and review policies and procedures on a cyclical basis to ensure a high quality, effective and efficient asset service is delivered to our tenants and other customers.
- ❖ Ensure that policy reviews take account of findings relative to customer satisfaction and quality control results.

- ❖ Ensure compliance with relevant legislative provisions, regulatory guidance and good practice associated with the Asset service e.g Health & Safety, Charter technical guidance.
- ❖ Ensure compliance with outcomes in the Scottish Housing Charter in relation to the work of the Asset Team.

2.3 To ensure the Asset Team delivers a high quality and responsive asset service to the Association's tenants and other customers:

- ❖ Assist the Head of Housing and Communities to promote a vision and strategy for the Association's asset service within the Housing Team of the framework of the Association's Internal Management Plan and its strategic aims.
- ❖ Manage the Association's Asset Team and external contractors ensuring a high quality and responsive service is delivered through our day to day repair service and cyclical and planned asset works.
- ❖ Provide leadership and direction for the Factoring Services Manager to deliver a high quality factoring service and deliver factoring income targets.
- ❖ Develop and review policies, procedures and systems to deliver a high quality and responsive asset service to the Association's properties in accordance with the appropriate Association policy, legal and regulatory requirements; best practice; whilst meeting the needs and expectations of tenants and other customers.
- ❖ Frequently monitor the Asset budgets to ensure spend is broadly in line with forecasted expenditure and take appropriate action to ensure effective management of the Association's resources.
- ❖ To ensure the achievement of best value in the delivery of the Association's maintenance service, through day to day reactive repairs, cyclical works and planned major repairs.
- ❖ Assist the Maintenance Officers to ensure effective administration of repairs process to meet the requirements of policies and procedures e.g.
 - reporting arrangements, pre and post inspections, invoicing, customer satisfaction systems, etc
 - Ensure full compliance with the Association gas servicing and asset responsibilities.
 - Ensure effective administration of insurance claims for repairs
- ❖ Report performance outcomes to key stakeholders i.e. Management Committee, tenants and other customers, Scottish Housing Regulator

2.4 To procure and manage all maintenance contracts on behalf of the Association

- ❖ Prepare and issue tender documents including specifications for works for asset contracts and services on a cyclical basis.
- ❖ Undertake the tender process in accordance with the Maintenance and Procurement policies and procedures
- ❖ Lead in the Association's contract with Scotland Excel and support and assist staff to ensure best value through access to their framework agreements for all our services, supplies and works.
- ❖ Maintain and review annually contractors' records and documentation in relation to financial position, public indemnity, insurances, and appropriate training accreditations of employees.
- ❖ Ensure regular meetings are convened with contractors to discuss performance and other contract matters in the delivery of the asset and service contracts.

- ❖ Ensure contractor's performance is monitored and controlled against targets and quality standards. Take early action to attend to any non compliance in the delivery of a contract to affect service improvement to tenants and other customers.

2.5 Manage the Association's Asset Team, ensuring a quality and responsive service is delivered through our day-to-day repairs service and cyclical and planned maintenance works

- ❖ Develop and review systems to ensure the Asset Team is viable and sustainable and provides a high quality and responsive service to our tenants and other customers in the upkeep and asset of our properties and the Reidvale area.
- ❖ Ensure the Asset Team operates in accordance with legislative provisions and good practice in undertaking repairs and improvement works.
- ❖ In conjunction with the Maintenance Officers, ensure effective administration of all work orders for both the internal Asset Team and external contractors are managed in accordance with the relevant procedures.
- ❖ Monitor performance of the Asset Team and contractors as required. Instruct key personnel to take appropriate action to effect improvement in service when required.
- ❖ Present information on the Asset Team's performance and financial outcomes to the Management Committee on a quarterly basis.
- ❖ In conjunction with the Finance Agent annually undertake a best value review of the Asset Team and report to the Management Committee.
- ❖ In conjunction with Head of Housing and Communities recruit apprentices, trainees and volunteers to undertake training and work experience placements through our Asset Team's operations in accordance with budget provision.
- ❖ Assist the Head of Housing and Communities in developing effective administration systems for all training and work experience placements e.g. recruitment, induction, progress meetings, training plans, funding arrangements and exit interviews.

2.6 Ensure compliance with the management of Health and Safety associated with repairs service and management of the Asset Team

- ❖ Ensure compliance with Health & Safety and risk assessments associated with repair and improvement works and the management of all units.
- ❖ Ensure that all contractors used by the Association meet Health and Safety requirements
- ❖ Develop and review risk assessments and method statements for Asset Team's work and activities, as well as materials in accordance with COSHH.
- ❖ Ensure external contractors provide risk assessments and method statements for their work and activities including COSHH assessments prior to the issue of work orders.
- ❖ Achieve full compliance with our legal obligations associated with the Management of Asbestos.
- ❖ Achieve full compliance with fire safety regulations and guidelines for the Association's housing stock and premises.
- ❖ Maintain health & safety information e.g. audit reports and actions, plans, risk assessments, method statements, qualifications and certifications and employee training records.

- ❖ Attend meetings of the Health and Safety Working Group

2.7 Assist the Director and Development Consultants to manage the Association's development programme of renovation projects

- ❖ Assist the Director and Development Consultants to develop proposals for potential development and regeneration projects aimed at improving the Reidvale area and opportunities for Reidvale's people
- ❖ Assist in the procurement of development and regeneration projects in accordance with the Association's Procurement Policy.
- ❖ Manage development and regeneration projects ensuring progress and the financial position is in keeping with contract timescales.
- ❖ Attend regular meetings with the Association's Design Team and /or contractors to attend to any contract issues.
- ❖ Promote and provide regular reports and updates on the progress of development or regeneration projects to key stakeholders e.g. Management Committee, Tenants, local residents, Glasgow City Council, funders, lenders, etc.
- ❖ Manage the defects period in accordance with the jointly prepared procedure with the developer / regeneration contractor.

2.8. To assist in the development and review of the Asset Management Strategy to protect the Association's investment through cyclical and planned asset investment works in our tenants' homes and the common property

- ❖ Develop and publish investment plans for the short, medium and long term, which meets the Association's business plan and reflects stock condition information and needs and aspirations of our tenants and other customers.
- ❖ Periodically update data information on the condition of the Association's properties to inform our investment plans, through our records and cyclical independent stock condition surveys.
- ❖ Publish annually the 5 year investment plans for cyclical and planned asset works to tenants and other customers e.g. owner-occupiers
- ❖ Assist the Director to deliver the Asset Management Strategy to inform the viability and long term sustainability of the Association's housing stock and the Reidvale area.
- ❖ Provide the necessary property data to assist the Finance Agent to procure funding for the Association's development and regeneration activities.
- ❖ Assist the Finance Agent in procuring independent periodic stock valuations to ensure compliance with loan covenants and accounting arrangements.
- ❖ Maintain the Planned Asset module on the HomeMaster Housing Software system to ensure an effective record of planned and cyclical improvement works in voids, tenant's homes and the general fabric of our properties.

2.9 To service the needs of the Management Committee in relation to the work of the Asset service

- ❖ Attend Management Committee meetings as required.
- ❖ Ensure that the Management Committee are advised of any change in legislation or other guidance which could affect the manner in which the Association delivers its asset services.
- ❖ Assist the Head of Housing and Communities to develop Team's Contribution Plans including key tasks and targets to achieve continuous improvement in the Housing Department's work to achieve these and organisational Strategic Aims

- ❖ Report to the Management Committee and key stakeholders on all aspects of the Asset team's performance.

2.10 To manage, support and develop staff within the Asset Teams

- ❖ Assist the Management Committee in the appointment of staff.
- ❖ Ensure all new staff members in the Asset Teams are fully inducted into the Association.
- ❖ Ensure staff within the Asset Teams are effectively utilised.
- ❖ Empower and motivate staff within the Asset Teams
- ❖ Appraise and develop staff and highlight their training needs for inclusion and in individual and departmental training plans.
- ❖ Meet regularly with staff individually and collectively to assess progress in their role and the work of the Asset Teams.
- ❖ Manage holidays, sickness and absences within the Asset Teams
- ❖ Contribute towards the investigation and positively resolve customer complaints about the work of the Asset Teams.
- ❖ Manage disciplinary matters in line with conditions of service
- ❖ Manage grievances in line with conditions of service

3.0 Other duties

3.1 Other duties in keeping with the role of the Head of Asset Management:

- ❖ Deputise for the Director during their absence or as required.
- ❖ Positively contribute as a member of the Senior Staff Team to achieve organisational objectives and goals.
- ❖ Lead in the management of Health & Safety for the Association's Premises and staff. Liaise with the Health & Safety Administrator to ensure the Association fully complies with its H&S requirements.
- ❖ Chair internal working parties as and when required
- ❖ Participate in promotional, marketing and community events relating to the Association's work.
- ❖ Be committed to their own professional and personal development to meet the needs of the role and the Association
- ❖ Work with colleagues and contractors in all areas of the business to ensure we are providing a first class repairs and asset service for our customers.
- ❖ Contribute to the production of newsletters and other publications and website articles by providing information on repair performance or relevant stories to provide a focus on a particular aspect of the repairs service
- ❖ Ensure the work of the Asset Teams conform to Health & Safety requirements and good practice.
- ❖ Demonstrate a commitment to the Association equal opportunity policy and codes of practice.
- ❖ Attend, as required on a rota basis, call-outs in relation to emergency situations for the Association's office; community centre or other premises owned or managed.
- ❖ Attend meetings at evenings or weekends, as required in relation to your role and the Association's work
- ❖ Carry out any other tasks commensurate with your role as directed by the Director or Management Committee