



Job description

Job title: **Housing Asset Manager**

Post No: **001HAT**

Grade: **14**

Directorate: **Housing and Communities**

Reports to: **Assistant Director for Housing Quality, Development and Landlord Services**

Purpose of the job

Melton Borough Council is committed to providing high quality homes and services to tenants. Having a detailed and up to date knowledge of our stock, and the needs of our tenants, and using data to drive quality and service outcomes is more than just a property focussed role.

Forming a key part of the Housing Leadership Team, this role will lead the Council's Housing Asset Team and has specific responsibility for providing high quality, good value, compliant and safe homes for tenants. This will involve leading the teams and overseeing the development and delivery of contracts that have responsibility for responsive repairs and maintenance, planned maintenance, health and safety compliance and asset strategy including planning for investment and projects to improve council homes and neighbourhoods.

The role will lead collaboration with other teams across housing, communities and the wider council to deliver a tenant focussed asset service with the tenant voice at its heart. Delivering the right outcomes for tenants, listening to feedback and acting on it are important parts of this role.

Main areas of responsibility

1. To provide leadership and manage the day-to-day operations of the Housing Asset Team to create a strong performance culture and provide excellent service delivery, ensuring workloads and areas of focus align with service need and priorities.

2. To develop skills and capabilities of staff to deliver high quality, tenant focussed, services with a commitment, passion, care and attention to detail and to ensure that there are clear and deliverable plans in place to ensure staff are knowledgeable and have the necessary training and qualifications in place to meet the competency and conduct standard.
3. Ensure that at all times, the Council 'knows its stock' – with an up to date and robust understanding of the condition of its housing stock and is able to use this effectively to ensure safe and effective service delivery, and to achieve the decent homes standard across all stock.
4. Be accountable for the development, planning, delivery and reporting on the Housing Asset Management Plan, ensuring the effective and efficient use of finances, personnel and other resources in support of continuously improved service delivery and outcomes for tenants.
5. Support in the preparation and management of the Housing Revenue Account Business Plan, ensuring coherence with the Asset Management Plan to support effective service delivery and annual budget setting.
6. Ensure compliance with the Council's financial procedures including effective budget management and monitoring. Including planning and managing capital and revenue budget requirements for all housing asset management functions with wider consideration of the impact on the financial sustainability of Housing Revenue Account.
7. To oversee delivery of projects and programmes for repairs, planned maintenance, refurbishment, construction and development of Council owned land and buildings in compliance with the Council's Contracts procedure rules, financial procedure rules, within budget and in accordance with good project management techniques.
8. Ensure all social housing stock is maintained to a high standard and in accord with statutory and regulatory requirements and good practice, including compliance with all aspects of CDM and Landlord Health & Safety, including (but not limited to) gas, fire, electric, water, radon and asbestos management.
9. Ensure the effective planning, management and delivery of all responsive repair, planned maintenance, cyclical, compliance and servicing contracts.
10. Lead the development and implementation of relevant policies, procedures and service standards to ensure compliance and best practice.
11. Lead and manage procurement of consultants and contractors and put in place appropriate contract management and monitoring arrangements which guarantee effective delivery, customer service, tenant involvement and value for money.
12. Ensure tenant-focused service delivery by collaborating and consulting with all relevant internal and external stakeholders.
13. Prepare and oversee the production of performance measures and data to understand service quality and support the effective delivery and management of housing asset functions including repairs and

maintenance, planned maintenance and building safety compliance.

14. Support an accountable and learning culture across the service, including in responding to customer feedback and complaints. To investigate and respond to complaints relating to areas of responsibility, and ensure learning is embedded and leads to appropriate changes and improvements where appropriate.
15. To report to the Housing Leadership Team, Senior Leadership Team and Elected Members where required on key programmes of work and performance.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

- Developed technical and professional skills and expertise in an assets based role in social housing.
- Developed understanding of legislative and regulatory requirements and their significance in achieving positive outcomes for tenants, and ability to ensure effective levels of compliance, performance and assurance in a high profile and complex regulatory context.
- Experience of maximising opportunities for meaningful engagement with tenants to enable and embed high quality and accountable housing asset services.
- Developed understanding of building safety legislation, and experience of ensuring compliance and monitoring performance against statutory, regulatory and best practise requirements.
- Developed understanding of asset management principles, including the use of data to develop programmes of cyclical, revenue and planned maintenance over a thirty year period.
- Breadth and depth of experience of successfully managing finances and resources, providing value for money and ensuring governance and compliance. Including annual setting of evidence led revenue and capital budgets.
- Developed understanding of contract types and contract management principles, with experience of managing construction contracts.
- Experience of leading and delivering housing projects and programmes with substantial individual budgets in excess of £1million.
- Positive, supportive and dynamic leader with experience of leading change, managing through uncertainty and collaborating to achieve outcomes.
- Excellent communication skills, both written and verbal including ability to write clear, evidence based and credible reports and communications to support information sharing and decision making across the council.
- Experience overseeing a programme of complex projects delivering quality outcomes, on time and budget.

- Excellent digital/ICT skills and confidence to incorporate digital transformation which supports service improvement and positive impacts for communities.
- Experience of working within local government and a political environment would be desirable.
- Experience of using customer feedback and complaints to support and embed service improvements.

Qualifications -

A housing qualification to a minimum of CIH Level 4 or equivalent, or a commitment to work towards this is essential.

Degree and/or post graduate qualification relevant to the role is desirable. Membership of an appropriate professional body is desirable.

Commitment to ongoing professional development in self and others.

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