

## **CROYDON COUNCIL**

### **ROLE PROFILE AND PERSON SPECIFICATION**

**DIRECTORATE:** Housing

**DIVISION:** Assets and Repairs

**JOB TITLE:** **Asset Manager**

## ROLE PROFILE

<b>Job Title:</b>	Asset Manager
<b>Directorate:</b>	Housing
<b>Division:</b>	Assets and Repairs
<b>Grade:</b>	Grade 17
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Head of Asset Planning and Capital Delivery
<b>Responsible for:</b>	Data Analyst x3 and Stock Condition Surveyors x2
<b>Role Purpose and Role Dimensions:</b>	<p>The central remit of the asset manager involves:</p> <ul style="list-style-type: none"><li>• managing a diverse team which brings together a wide range of functions and roles, together forming the asset management function</li><li>• coordinating the development of the asset management strategy in conjunction with other teams, and leading on resident consultation</li><li>• Leading on portfolio management, including being the lead client on asset data for acquisitions and new build</li><li>• Lead officer for issues of asset data and the development and use of associated systems</li><li>• Ensuring regular reporting on Decent Homes and the timely submission of annual data returns</li><li>• Leading on the management and co-ordination of the rolling stock condition survey</li><li>• overseeing the development of the overall housing investment programme</li><li>• Will be Fully responsible for Service transformation too and ongoing oversight of NEC</li><li>• Ensure quality, integrity and ownership of Asset Management data</li></ul>
<b>Commitment to Diversity:</b>	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

<b>Key External Contacts:</b>	<ul style="list-style-type: none"> <li>Residents and tenants</li> <li>Partnering contractors/service providers</li> <li>External consultants</li> <li>Councillors</li> <li>Benchmarking clubs e.g. Housemark/AMIP</li> </ul>
<b>Key Internal Contacts:</b>	<ul style="list-style-type: none"> <li>Senior managers, heads of service and colleagues within the department such as the responsive repairs and planned maintenance &amp; improvement sections</li> <li>Other departments and divisions e.g. finance and the strategy, commissioning, procurement and performance division.</li> </ul>
<b>Financial Dimensions:</b>	N/A
<b>Key Areas for Decision Making:</b>	<ul style="list-style-type: none"> <li>Overall responsibility for developing asset management-related projects and for making recommendations on changes to the housing stock which may affect tenants and housing applicants</li> <li>Deployment of staffing resources within the team to ensure service delivery, and programme delivery by other services.</li> <li>Matrix management of specific areas of operation as required</li> </ul>
<b>Other Considerations:</b>	Ability to work evenings and weekends if required

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA.\)](#)

Yes

**Key Accountabilities and Result Areas:****Team Management****Key Elements:**

This will involve:

Provide day-to-day direction to staff in the asset management team, and deploy resources required through the matrix management approach and in support of other major projects such as the commissioning of large contracts and major stock options appraisals

**Asset management (stock condition surveys)**

This will involve:

Manage the stock condition surveyors

Ensure an ongoing programme of surveys in order to provide comprehensive information about the stock and appropriate prioritisation of homes for the full range of improvement programmes

Oversee liaison with other sections to ensure that issues involving specific properties or investment needs are dealt with appropriately

**Programme Planning**

This will involve:

Oversee the creation of cyclical and annual programmes of work, involving modelling varied assumptions, approaches and scenarios as needed

**Asset management (data management and analysis)**

Manage the analyst staff and oversee the use of information to ensure that the capital programme

	<p>is well-informed and reflects the investment requirements of the stock</p>
	<p>Oversee liaison with other sections to ensure that the department is collecting and managing data in the best way, making full use of new technology and software packages</p>
	<p>Ensure the accurate reporting on asset data issues</p>
<b>Portfolio management</b>	<p>Be the lead client on asset data requirements for asset acquisition and/or development</p>
	<p>Be the lead client on asset disposals or movement of assets between the HRA and the general fund</p>
	<p>Ensure up to date valuations of HRA assets</p>
<b>Ensure up to date asset systems</b>	<p>Lead on projects to develop, migrate to and embed asset data, using appropriate systems</p> <p>Ensure the development and sign off of a full and appropriate range of asset data reports and exception reports that support the optimal use and management of data</p>
<b>Asset management strategy</b>	<p>Lead on the assessment of the implications of changes in the external environment, including changes to legislation, government policy, asset management technologies and trends in property-related needs and resident priorities; produce briefings for senior managers, members, other departments and partners on the implications</p>

Keep abreast of trends in housing need within Croydon, and ensure the development of property-related solutions

Co-ordinate the production, writing, regular updating and progress monitoring of the asset management strategy, bringing together the efforts of a range of colleagues across the department, and determining research needs and survey requirements

Develop policies and approaches in relation to asset management and investment in the stock

### **Business planning and capital programme**

Contribute to the annual review and development of five- and thirty-year housing revenue account business plans, and oversee the provision of information about the stock investment needs and financial projections  
Setting of annual budgets /programmes for cabinet approval.

### **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

# Person Specification

<b>Job Title:</b>	<b>Asset Manager</b>
<b>Essential knowledge:</b>	<p>Knowledge of asset management in a social housing environment</p> <p>Knowledge of project management principles and techniques; a qualification such as PRINCE2 practitioner would be desirable</p> <p>Basic knowledge of office systems such as the Microsoft suite</p>
<b>Essential skills and abilities:</b>	<p>Ability to manage, motivate and co-ordinate the efforts of a team of staff from different professional backgrounds</p> <p>Ability to plan and manage a highly diverse and demanding workload within the context of frequently conflicting deadlines</p> <p>Excellent problem-solving skills with proven ability to achieve results</p> <p>Creativity and ability to develop innovative solutions</p> <p>Highly advanced written and verbal communication skills and the ability to communicate with a diverse audience</p> <p>Good level of numeracy and ability to oversee financial management of projects and the overall housing investment programme</p> <p>Ability to build and maintain excellent relationships with a range of stakeholders including council colleagues, external partners and residents, and to create and develop joint working solutions and processes</p>
<b>Essential experience:</b>	<p>Experience of managing staff</p> <p>Experience of managing projects and/or programmes</p> <p>Experience of managing a diverse and varied workload with competing demands</p> <p>Experience of working within the public sector or, directly or indirectly, in a social housing context</p> <p>Experience in managing asset data in social housing context</p>
<b>Special conditions:</b>	<p>The post-holder may occasionally be required to attend meetings or events in the evenings or at weekends.</p>

# Competencies

These are the competencies for manager level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

<b>We Put Customers First</b>	Puts customers at the heart of everything they do, using feedback data and the Residents' Charter to make their service better for customers. Ensures their team understand customers' issues and treat them with respect, solving customers' problems and investigating their complaints.
<b>We Deliver Effective Service</b>	Provides clear guidance and priorities to their team, ensuring they have the resources and equipment to deliver. Sets service KPIs and monitors performance, spotting patterns of problems or service issues and taking action to deal with root causes. Gathers and analyses data from a variety of sources to identify ways forward and make sound decisions.
<b>We Adapt and Change</b>	Supports organisational plans to transform and improve service for customers. Acts as a role model, promoting innovation and change across the team. Learns lessons from mistakes, giving and receiving feedback to stimulate improvement and development. Builds team resilience through managing change constructively, challenging negativity and overcoming resistance.
<b>We Collaborate Constructively</b>	Encourages collaboration with colleagues, suppliers and partners from across Housing and beyond to deliver for customers. Builds strong relationships with key stakeholders and partners, finding mutually beneficial ways forward. Demonstrates positive team facilitation skills and uses team charters to create a conducive team culture.
<b>We Communicate with Impact</b>	Communicates clearly and promptly with staff and residents, tailoring communication style and method to meet the needs of a range of different audiences. Influences and negotiates effectively, taking account of the needs of all parties. Encourages open and honest communication on challenging issues with the team and customers. Resolves disputes and conflict

	effectively.
<b>We Lead Inclusively</b>	Inclusive and fair in their interactions with all colleagues and team members. Ensures team members are treated fairly. Provides a vision and direction for the team, clarifying ambiguity and stimulating a sense of optimism about the future direction of the service. Delegates and targets resources effectively. Supports the team with demanding work, listens and acts to relieve pressure.