



## **JOB DESCRIPTION**

### **ASSET CO-ORDINATOR**

**Grade:** EVH Grade 8

**Responsible to:** Director of Asset Management

**Responsible for:** Implementing the Association's Asset Management Strategy and delivering effective asset management services to our customers.

**Date:** June 2024

a) **Overview**

The purpose of all staff employed by Milnbank Housing Association is to promote the strategic objectives of the organisation. The Asset Co-ordinator will provide day-to-day line management and support to staff within the Asset Management Team in the delivery of an efficient and customer focussed asset management service to tenants and other customers of MHA.

b) **Performance**

The Asset Co-ordinator must comply with the policies, procedures, and performance standards agreed by the Association's Management Committee and undertake any duty appropriate to this post.

c) **Key Strategic Role**

- To work with the Asset Management team to implement the Association's Asset Management Strategy.
- Procure and manage work programmes and contracts for planned maintenance and major repair works, ensuring performance standards are set and delivered.
- Provide excellent asset management service delivery for MHA residents, ensuring regulatory requirements are met and operations represent value for money.
- Understand and commit to Milnbank's culture and its customer first approach and achieve high levels of satisfaction.

d) **Key Operational Role**

- Manage and develop staff within the Asset Management team to deliver excellent asset management services, providing support, supervision and training to team members.

- Provide a systematic approach to performance monitoring/achievement of performance targets as set out in the annual Workplan.
- Implement an ethos of outstanding customer service within the department, identify and address service failures and resolve complaints.
- Protect the Association's customers and assets, assessing and managing risk, obtaining expert advice as required and following best practice in asset management.
- Provide sound and diligent contract administration and compliance to provide best value and improved services.
- Support the Director of Asset Management in any decisions regarding asset management services by providing reports, budget setting and monitoring, designing policy and procedures, and developing partnerships.

e) **Asset Management Service Requirements**

- Develop and deliver integrated asset management services, encompassing major repairs, planned component replacements and improvement works, engaging with customers to understand and meet their requirements.
- Ensure effective project management of major repairs and component replacements, developing specifications as required, instructing and supervising works, undertaking inspections as necessary to ensure quality and value for money.
- Monitor contractors performance and applications for payment ensuring all contract terms and targets are met in accordance with timescales, quality, performance, variation control and customer satisfaction.
- Undertake regular analysis of our property database and lifecycle costing to have an overview of stock condition, identify trends, predict expenditure and inform planned maintenance.
- Ensure that the association meets our client obligations in relation to CDM regulations in planning and managing major projects. Ensure MHA's contractors work in compliance with Health & Safety legislation.
- Ensure that the Asset Management team delivers the Assets service by adhering to best practice and policy and procedures to meet our regulatory and business objective requirements.
- Promote and develop customer engagement activities associated with major projects, and the design of future services and contracts.
- Assist the Director of Asset Management to procure contracts and contractors in accordance with the associations Procurement Policy and procedures, to ensure adequate resources are available to deliver our programme of investment.
- In conjunction with the Factoring team, provide Major repairs projects for factored owners in mixed tenure blocks delivered through the Association's subsidiary company, Milnbank Property Services.

f) **Strategy & Performance**

- Contribute to the strategic business planning process in respect of Asset Management services and the delivery of the Asset Management Workplan.
- Contribute to the annual budget process for Asset management and assist in effective budget management.
- Undertake performance reviews, and develop, analyse and review targets and Key Performance Indicators across the Asset Management service to continuously improve our service standards.

- Assist the Annual Return on the Charter and collate accurate data on MHA's stock and ensure that accurate information is provided in regulatory submissions.
- Ensure performance management, personal development and training plans are in place for all Asset Management team members, ensuring clear goals and objectives are set and tracked.
- Assist the review of Asset related Strategies, policies and procedures and update as required.
- Provide reports on service provision & performance for presentation to the Management Committee.

g) **General Requirements**

- The Asset Co-ordinator is charged with ensuring that duties are undertaken in a friendly, courteous, and diligent manner which positively enhances the public image of the Association in accordance with the Customer Care Strategy.
- Provide positive and effective leadership of the Asset Management team on a daily basis.
- Ensure that the highest standards relating to health and safety are adhered to and that Asset Management staff, consultants and contractors appointed by MHA are complying with their H&S responsibilities.
- Ensure that contractors maintain the highest standard of customer care and awareness whilst carrying out works in and around our tenants homes.
- Be fully conversant with the Association's computerised systems and take responsibility to ensure IT resources and software are fully utilised to optimise the efficiency of our Asset Management services.
- Carry out any other duties as deemed required.

h) **Person Specification**

<b>Experience &amp; Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Experience within a Registered Social Landlord or similar housing organisation repairs service		X
Construction/building/project management qualification and/or equivalent relevant work experience	X	
Contract management experience and track record in management of contractors	X	
Experience of budget planning and budgetary control, and management	X	
Experience of customer-focused asset management service delivery	X	
Experience of managing Health and Safety requirements, and a working knowledge CDM regulations	X	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
A good understanding of current procurement processes and regulations		X
Sound knowledge of relevant performance standards, regulation requirements and key performance indicators	X	
A working knowledge of Risk management in relation to Major projects and Assets	X	
Knowledge of relevant government policy in relation to energy efficiency/net zero in housing	X	
Knowledge of the current regulatory framework and the context in which MHA operates		X
<b>Skills and abilities</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication, listening and interpersonal skills	X	

Ability to develop good relationships with colleagues, the Management committee and external stakeholders	X	
Excellent work planning skills and the ability to prioritise workload and delegate effectively	X	
Proven ICT skills and the ability to learn and utilise new software packages	X	
Excellent professionalism, discretion and confidentiality	X	
Ability to work under pressure with minimum supervision	X	
Excellent skills in engaging, supporting and developing a team	X	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Take responsibility for self-development and continuous improvement	X	
Flexibility in working arrangements (willing to work outside normal working hours when required)		X
Driving license and access to your own car		X