

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Strategic Asset Manager – Property Services
Service:	Housing Operations
Team:	Property Services
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Head of Service
Responsible for:	Five members of staff
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<p>Introduction</p> <p>To ensure all opportunities are realized in the current environment Property Services has been split into two teams –Asset Management and Operations. This post will lead the Asset Management team. The post holder will work closely and effectively with the Operations Manager.</p>	

Principal Purpose of the Role

- To set the strategic direction for the management and maintenance of the Council's Housing Stock and be responsible for overall monitoring of performance targets.
- To lead on the development of our asset management strategy, active asset management, asset intelligence gathering and analysis, planning and programming, and ensuring homes are safe and meet legal standards.
- To lead on the development of a plan for programmed works to support the Council's strategic objective to become net-zero by 2030 as part of the Climate Change Emergency declaration.
- To lead on the development of a robust assessment of the performance of property assets maximising return on investment to include financial, social, energy efficiency and environmental aspects.
- Commission the Operations Team to provide the agreed repairs and maintenance services and to deliver the agreed program of works within budget.
- To act as the lead for the Council's Housing Asset Management System (currently Keystone) both through continued use and future development ensuring it meets the needs of the organisation and to encourage departmental buy-in in order to support the overall integrity of the system.
- .Provide professional building technical guidance and advice to the Operations Team as agreed with the Operations Manager
- Procure a professional consultant framework
- Lead and motivate team

MAIN DUTIES AND ACCOUNTABILITIES

Asset Management

- Develop the Asset Management Strategy and an implementation plan which delivers a strategic approach to property assets, maximising value and ensuring the delivery of customer focused property management services and a safe environment for customers that meets regulatory and statutory requirements
- To manage and produce for Head of Service as appropriate, feasibility studies, surveys and reports which are required in furtherance of a long term asset management policy and plan.
- Through the Keystone IT system manage the collection, storage and ongoing maintenance of attributable, historic and cost information on the housing stock owned by Waverley
- Deliver an rolling stock condition survey program in line with the targets set in the Asset Management Strategy
- Lead on the strategic direction of the Repairs and Maintenance Service over a rolling 5 year period. Recommend to the Head of Service any changes in practice, policy and procedure to achieve efficiency, economy and effectiveness in the delivery of repairs and maintenance.
- .Lead and manage the process for disposing of property including land and garages

- **Budget setting**
- To lead on producing annual programs of work for Members approval through the budget setting process.

- **Commissioning and Procurement**
- To lead on the development and implementation of the Service's Procurement Strategy

- **Service Improvement**
- Use performance reporting, customer insight reports, complaints, audits and other statistics to shape and drive best performance in your team and the services you commission.
- Create better ways of working that drive efficiency, promote excellence and ensure value for money
- Lead on developing a culture with your team and contractors of cultivating innovative solutions and services that enhance our business, deliver on value for money and reflect our values
- Use key performance indicators to drive up service delivery standards
- Provide technical advice and support to the Operations Team
- Lead and manage the Internal Audit process for all of Property Services
- Develop a comprehensive suite of policies to take account of the needs of current and future customers and regulatory and statutory obligations.
- Collaborate with the Operations Manager to drive cultural change across Property Service

- **Staff Management**
- Create an enthusiastic team, who are knowledgeable, determined and able to ensure all customer contact results is a positive experience
- Provide effective visible leadership to your team ensuring that challenging objectives and requirements are met positively
- Set clear objectives and targets
- Promote a strong culture of performance to ensure high levels of customer satisfaction, the meeting of targets and the continuous improvement and development of services.
- Create a team culture which supports and fosters a positive team spirit
- Coach and train team members so that they are the very best that they can be
- Manage poor performance quickly and effectively
- Ensure all team members are provided with the appropriate level of technical guidance on maintenance, health and safety regulations, landlord and tenancy law related to repairs and maintenance,
- Develop staff's understanding, to an appropriate level, of contract law, contract clauses, schedule of rates, landlord and tenancy law and
- Ensure all policies and procedures are properly understood and monitor the implementation
- Ensure all staff are fully competent in using ICT to maximise their effectiveness in service delivery

- **Partnership Working**
- Create and enhance collaboration with other internal teams and our contractors to ensure excellent service delivery
- Work closely with residents, external stakeholders and other Services within Waverley to deliver the corporate plan and operational targets
- Manage partnerships particularly political partnerships ensuring that you enhance the Housing Service's reputation without compromising our objectives
- Contribute positively to the Council's corporate agenda.
- **Business Continuity**
- Should the need arise assist in ensuring business recovery of key services.
- **Health and Safety**
- Comply with all Health and Safety legislation for your team's work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- Allocate annual budgets - £10m
- Manage commissioning budget - £200K (not including internal commissioning)
- Manage 5 Staff
- Lead on the strategic approach to property assets valued at £100M
- Responsible for the adherence to health and safety regulations as described in the Job Description.
- Procure / commission contracts valued at £70m
- Provide advice to Members on all matters relating to the housing property function

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Strategic investment decisions
- Strategic financial decisions
- The appointment of contractors to substantial and long term contracts
- Identifying, evaluating and recommending alternative delivery options
- Policy development & decision making when policy allows discretion
- Health and Safety
- Budgetary Control
- Staffing Issues

PLANNING/ORGANISING/CONTROLLING

- Identifying the medium and long term vision for the management and maintenance of the Council's home through the Asset Management Strategy
- Procure / commission contracts (up to 14 years term)
- Set the strategic direction for Property Services
- Identify the resources to deliver the strategic direction
- Work in partnership with the Operations Manager to deliver cultural change within Property Services
- To ensure adequate monitoring controls in place to reduce risk including the risk of corporate manslaughter, fraud and corruption,
- Monitor and manage budgets

CUSTOMERS AND CONTACTS

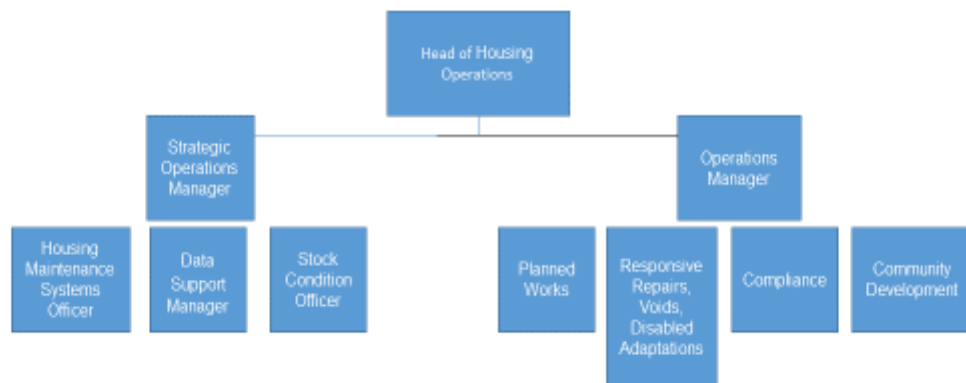
INTERNAL

- All Heads of Service areas, Strategic Directors and Members.

EXTERNAL

- Contractors, tenants, consultants

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/I/C or A/I within their application form to be shortlisted for this role.

PERSON SPECIFICATION				
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	Degree in construction / surveying or equivalent through relevant learning and development / experience	A/I/C Continuing Professional Development Plan to be presented at the interview	Health and Safety qualifications CIOB, RICS or equivalent status	A/I/C
	Extensive experience in working with asset management data bases	A/I	Membership of a relevant professional body	
	A wealth of experience of interpreting and explaining complex technical, financial and performance information.	A/I		
	A track record of improving customer experience across a range of socially and commercially driven services.	A/I		
KNOWLEDGE / TECHNICAL SKILLS	Up to date knowledge of asset management	A/I	Knowledge of Safeguarding	A/I
	An understanding of how maintenance and social housing management is evolving and a clear vision of how to adapt services in today's environment.	A/I		
	A 'can-do' attitude and solutions-driven, innovative approach that has successfully modernised services.	A/I		
COMMUNICATION	Ability to communicate the corporate vision and values.	A/I		

	Ability to facilitate cross service area communication.	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Ability to identify and develop strategies and processes needed to achieve and sustain long term customer satisfaction.	A/I		
TEAM WORKING	Ability to actively promote networking, collaboration and joint working across organisational boundaries	A/I		
	Ability to create and promote a culture of performance management and continuous improvement	A/I		
MANAGING SELF AND OTHERS	Ability to build strong strategic alliances through partnerships and other professional networks.	A/I		
	Ability to set a strategic direction	A/I		
	Ability to lead a team.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to champions new initiatives	A/I		
	Ability to mobilise necessary resources to achieve corporate objectives	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

- A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

For Official Use only			
Job title:	Strategic Asset Manager	Post no:	HF36
Service:	Housing Operations	JE score:	619
Team:	Property Services	Pay band:	3
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	4	
	Customer Service:	4	
	Team Working:	4	
	Managing Self and Others:	4	
	Can do approach/Results	4	
REVIEWED BY:	<i>Hugh Wagstaff</i>	DATE:	January 2021
CHECKED IN:	HR	DATE:	
LAST UPDATED:	May 2022	DATE:	