



Asset Officer

Recruitment Pack

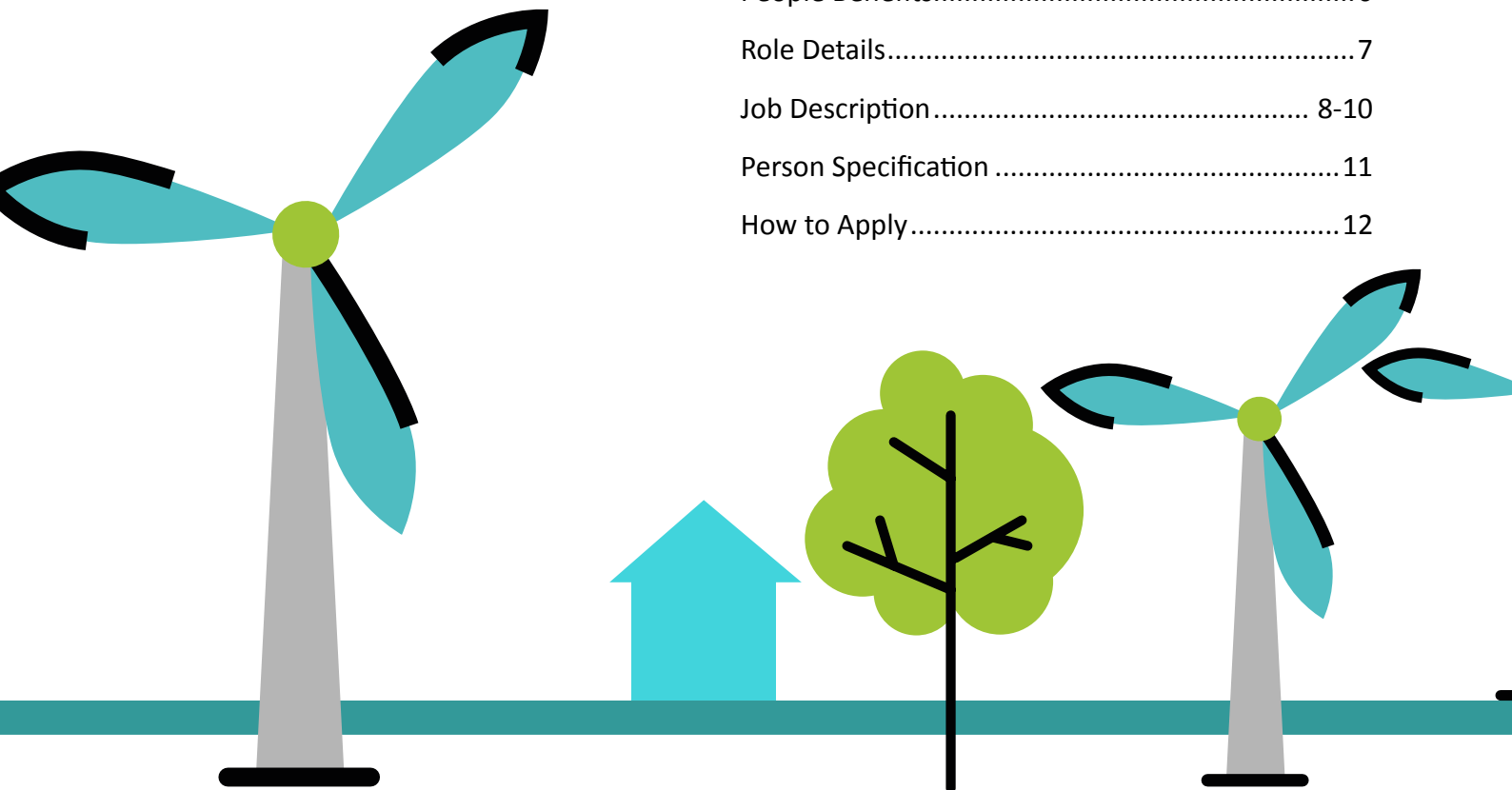




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Welcome

Dear Candidate,

Thank you for your interest in the Asset Officer post at Ardenglen Housing Association.

We are an ambitious and award-winning Housing Association; our values define us as an organisation and our business plan provides clear strategic direction. However, it's our people that provide the energy and creative thinking that makes us a successful, high performing, forward thinking, customer focused organisation.

By joining our colleague team, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with people that are doing extraordinary things to deliver our Vision:

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

We're always on the lookout for talented people who share our vision and values. We'd love to hear from you if you're someone:

- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

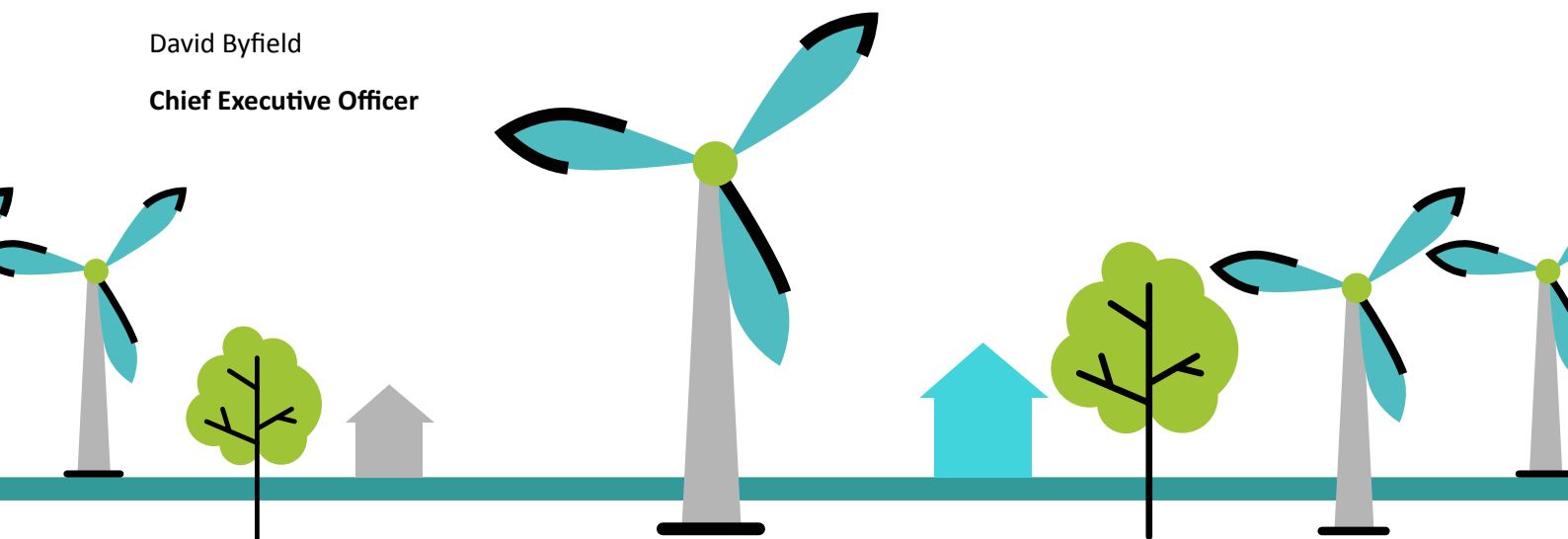
We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

I hope this application pack will inspire you to join us on our journey, highlight some of the great people we have working for us and showcase the many great things we do to provide quality homes and communities.

Thank you for your interest and we look forward to hearing from you.

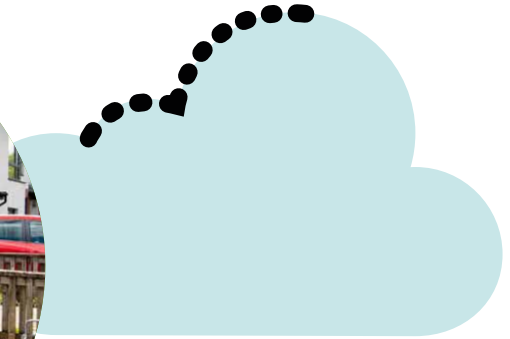
David Byfield

Chief Executive Officer





About Ardenglen



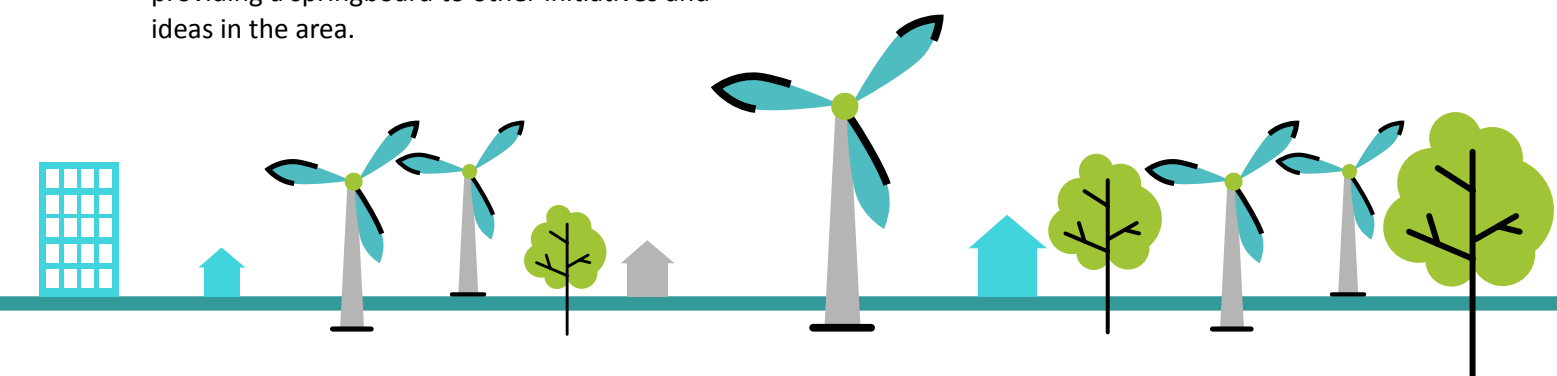
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

In the 30+ years since, we have grown to own and manage approximately 1000 homes in a way that is closely aligned with local needs. By establishing community ownership of housing in the area, we have managed to keep rents affordable whilst securing investment in services and activities which greatly benefit the community.

In 2021 we launched the Castlemilk pantry, a membership food shop designed to tackle food inequality and reduce waste during the cost of living crisis. Today, membership has exceeded 1000 individuals and has provided the community with much needed support and freedom, whilst providing a springboard to other initiatives and ideas in the area.

We are proud of our achievements which have delivered sustainable regeneration, greatly improved living conditions for residents, and long-term value for the public money invested in our community. Whilst there is much to do as we adapt to fresh challenges, Ardenglen is planning for the future with confidence and ambition.

Everything that we do centres around people and relationships. We aim to continue serving a first-class service to our customers, which is achieved by building a diverse and thriving internal culture where our people are afforded the opportunity to grow and flourish in their work.





Our Vision and Values



Vision:

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

Values:

- ✓ Customer and community focused
- ✓ Accountable
- ✓ Making a difference
- ✓ Innovative
- ✓ Equal access to services and opportunities for all
- ✓ Treating our customers with respect





People Benefits



We know our people are committed and dedicated to their work. However, we at Ardenglen seek to prioritise work-life balance and understand the importance of fully supporting our people to achieve this. That's why we've got a range of health and wellbeing benefits to give you some well-deserved perks of being an Ardenglen employee:

- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Cycle to Work Scheme
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service4
- HSF Health Plan and Perk Box





Role Details

Asset Officer

Salary:

£40,635 - £44,619 per annum

EVH Grade 7 PA22-25

Contract:

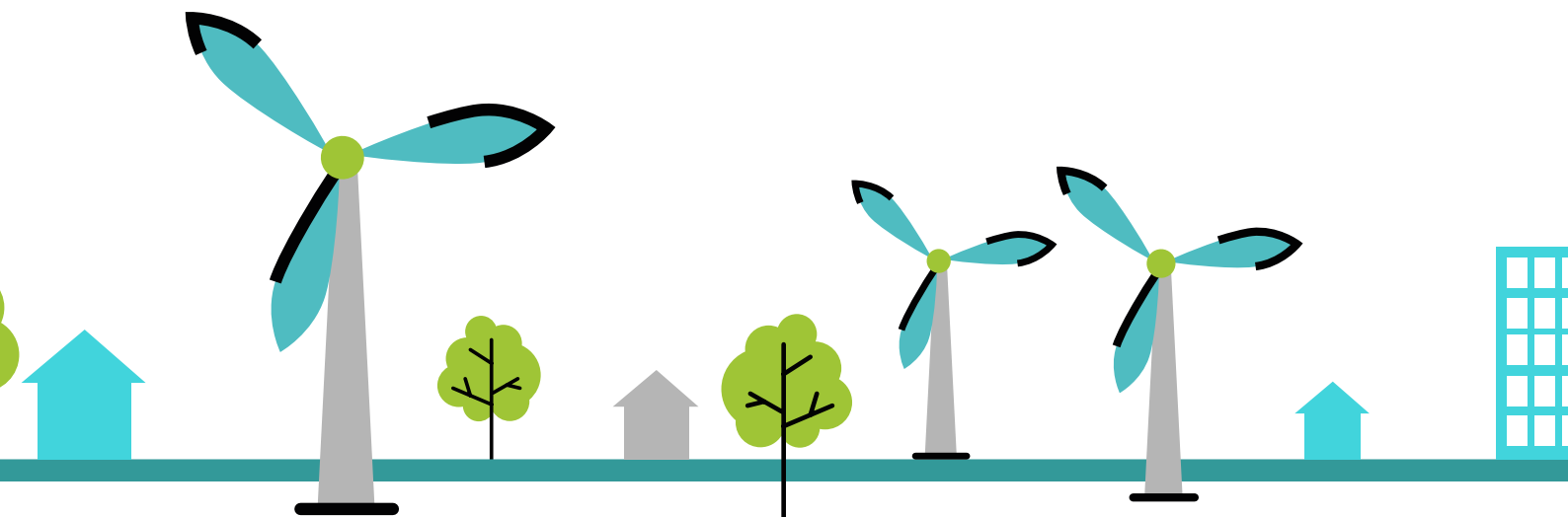
Permanent

Hours:

35 hours per week (flexi time in place)

Reporting To:

Senior Asset Officer



Job Description

Job Details			
Service Area:	Asset Management	Responsible for:	Asset Compliance Assistant & Asset Administrator Assistant in absence of Senior Asset Officer
Grade 7:	EVH Grade 7 PA22-25	Location:	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary	
<ul style="list-style-type: none"> • Ensure an efficient, cost-effective maintenance service in compliance with the Associations service targets and policies • Work with other front line-based staff as part of a geographical patch to provide customers with an excellent first point of contact service, focusing on problem resolution and high levels of satisfaction • Assist Senior Asset Officer and other technical resources to ensure the delivery of our planned maintenance programme and the delivery of high-quality cyclical maintenance contracts • Take a proactive approach to the management and maintenance of our stock portfolio by undertaking periodic safety and condition inspections feeding into our asset management strategy • Support the Asset Compliance Assistant to ensure tenant safety is at the core of our operations 	
Job Outputs	
The job holder will carry the formal responsibility for delivering the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships.	
Key Tasks	Includes the requirement to:
Reactive & Void Property Maintenance	<ul style="list-style-type: none"> • Inspect empty properties to identify repairs required to meet letting standard and raise associated works orders. Monitor works to ensure timescales are met and work closely with allocations staff to ensure rent loss is minimised and KPIs are achieved. • Effectively liaise with repair contractors and other relevant external agencies to ensure turnaround timescales are met • Process repair requests by raising work orders in accordance with our agreed contracts methodology through our IT systems • Deal competently with enquiries surrounding reactive repairs and liaise with both customers and contractors to problem solve



Job Description

	<ul style="list-style-type: none"> • Pre & post inspect a sample of reactive repairs in order accurately fault diagnose and ensure a high-quality service is being provided.
Estate Supervision	<ul style="list-style-type: none"> • Monitor quality of landscaping and close cleaning contracts to ensure contractors programmes are being met and value for money is being maintained • Liaise with other external agencies as required such as GCSS, roads department, cleansing or water board to ensure each agency take responsibility for its services within our area of operation • Undertake periodic property inspections to ensure compliance with tenant safety and insurance requirements
Miscellaneous maintenance duties	<ul style="list-style-type: none"> • Carry out inspections and process applications for alterations and improvements in line with the procedure • Undertake inspections and process applications for medical adaptations in line with the policy • Lodge building insurance claims and provide relevant on-site reports as requested by the Associations insurers • Process applications under Compensation for Improvement and Right to Repair schemes • Assist the Senior Asset Officer in production of periodic performance reports to meet internal KPIs
Procurement	<ul style="list-style-type: none"> • Prepare tender and quotation documentation for reactive, cyclical and planned maintenance projects in accordance with Procurement Policy • Assist Senior Asset Officer engaging with specialist consultants for procurement of complexed or high value contracts
Financial Control	<ul style="list-style-type: none"> • Check and authorise maintenance invoices in line with appropriate authorisation levels • Monitor expenditure against budgets throughout the year for reactive, cyclical and planned projects to ensure levels of spend are controlled and works are allocated to maximise value for money
Cyclical and Planned maintenance	<ul style="list-style-type: none"> • Project Manage planned and cyclical maintenance contracts and assess contractor performance against KPIs at monthly meetings • Work with other technical consultants to ensure all contract work is delivered to a high standard with optimum levels of tenant satisfaction



Job Description

	<ul style="list-style-type: none"> • Ensure the Association's Asset Management Software is kept up to date reflecting the completion of planned and cyclical maintenance programmes • Assist Senior Asset Officer to develop investment programmes
Tenant Safety	<ul style="list-style-type: none"> • Provide technical support to Asset Compliance Assistant in all areas of Tenant Safety • Ensure Dampness & Mould inspections are undertaken and fully recorded within Register • Liaise with Health & Safety Consultant to ensure best practice adopted in complexed issues
<p>Ardenglen Housing Association will continue to develop as an organisation to deliver its long terms aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to respond to these within the scope of their job role.</p>	
Key Relationships	
<ul style="list-style-type: none"> • Tenants and other customers • Senior Asset Officer • Asset Management Team • Customer Services Team • Internal Teams • Contractors 	
Special Conditions	
<ul style="list-style-type: none"> • You may occasionally be expected to undertake activities out with working hours e.g. Committee Meetings, training or critical incidents/emergency situations that may arise. • To undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Outline and as identified in the personal development process. • Ensure Health & Safety regulations are adhered to and ensuring the Housing Services Team is fully conversant with the regulations. • To actively promote and practice the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies. • The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received. • In the absence of the other Asset Officer be responsible for providing support within the other geographical patch area • Line manage and provide support in Senior Asset Officer Absence (this may include delegating tasks and taking the lead on complex issues) • Delegate tasks as appropriate to Asset Compliance Assistant. • The Job Outline is indicative of the nature and level of responsibility associate with the post. It is not exhaustive, and the post holder may be required from time to time to undertake such other reasonable duties as may be required by their line manager, Director of Asset Management, Chief Executive or Board of Management. 	

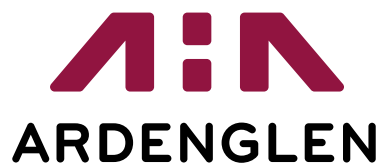


Person Specification

Criteria	Essential / Desirable	Assessed at
Qualification		
Possession of a relevant professional qualification or experience at an equivalent level	E	CV
Hold full drivers licence	D	CV
Experience & Knowledge		
Comprehensive knowledge of housing maintenance, construction, building processes and best practice	E	CV / personal statement
Experience of staff support & supervision	D	CV /personal statement /Interview
Experience of working with customers to improve service delivery	D	CV/Personal Statement / Interview
Proven experience of improving performance	D	CV/Personal Statement / Interview
Sound knowledge of relevant legislative & regulatory framework	E	CV/Personal Statement / Interview
Skills & Abilities		
Excellent communication skills – verbal, written, presentational & report writing	E	CV/Personal Statement / Interview
Ability to work in small team and share workload	E	CV/Personal Statement / Interview
Ability to work flexibly & effectively plan & prioritise workloads within set timescales	E	CV/Personal Statement / Interview
Ability to find solutions to complex issues	E	CV/Personal Statement / Interview
Ability to respond positively and flexibly to change	E	CV/Personal Statement / Interview
Commitment to Ardenglen Values		
<ul style="list-style-type: none"> • Community & Customer Focussed • Accountable • Making a Difference • Innovative • Equal Access to Services for all • Treating our customers with respect 	E	CV/Personal Statement / Interview



How to Apply



To apply for this role, please submit
a CV and covering letter to
recruitment@ardenglen.org.uk detailing
your skills and experience
in line with the job description
& person specification.

**Thank you and good luck
with your application.**