



## **Senior Asset Officer**

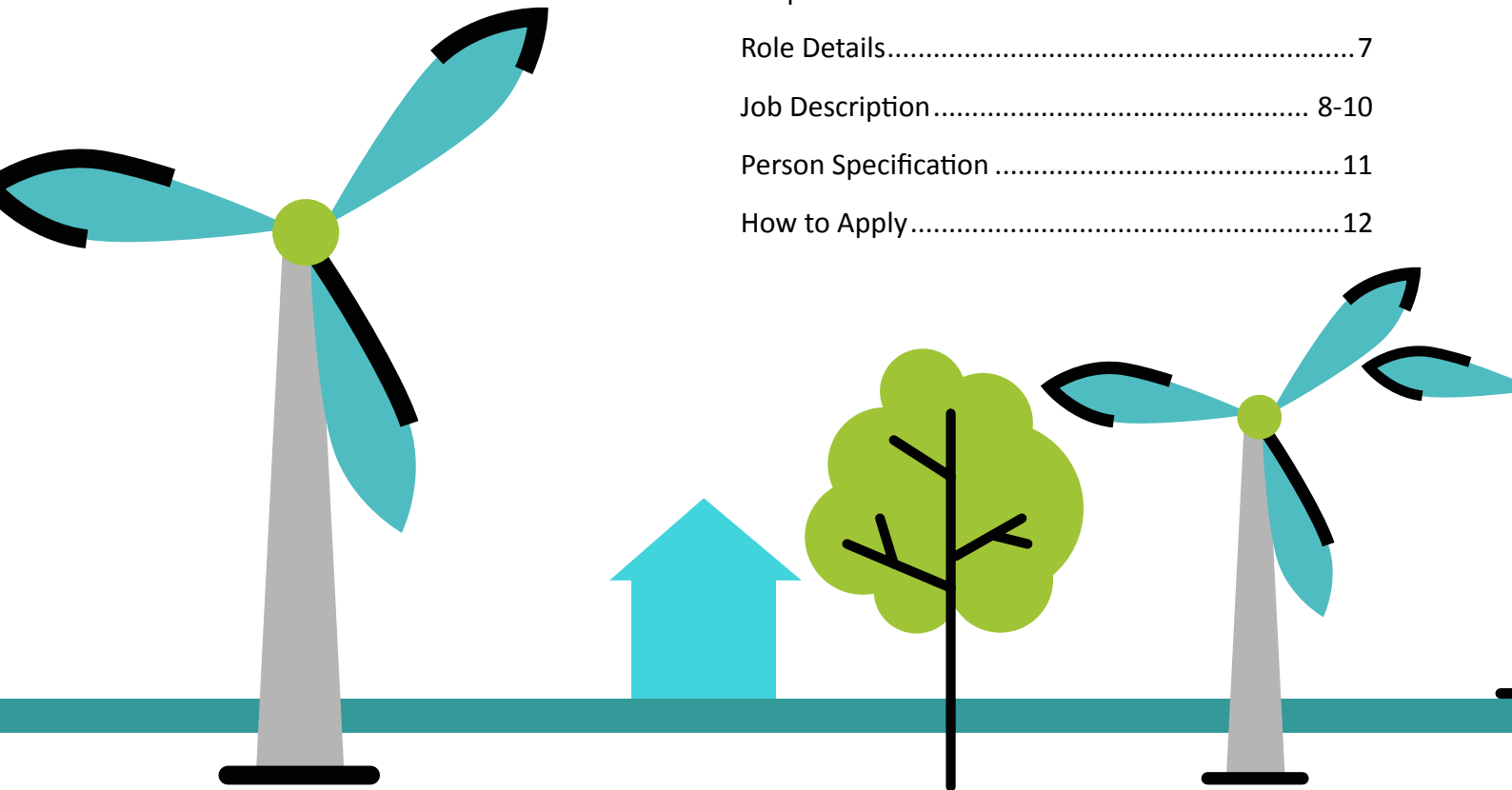
Recruitment Pack



# What's Inside



Welcome .....	3
About Ardenglen .....	4
Our Vision and Values .....	5
People Benefits.....	6
Role Details.....	7
Job Description.....	8-10
Person Specification .....	11
How to Apply.....	12





# Welcome

Dear Candidate,

Thank you for your interest in the Senior 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.

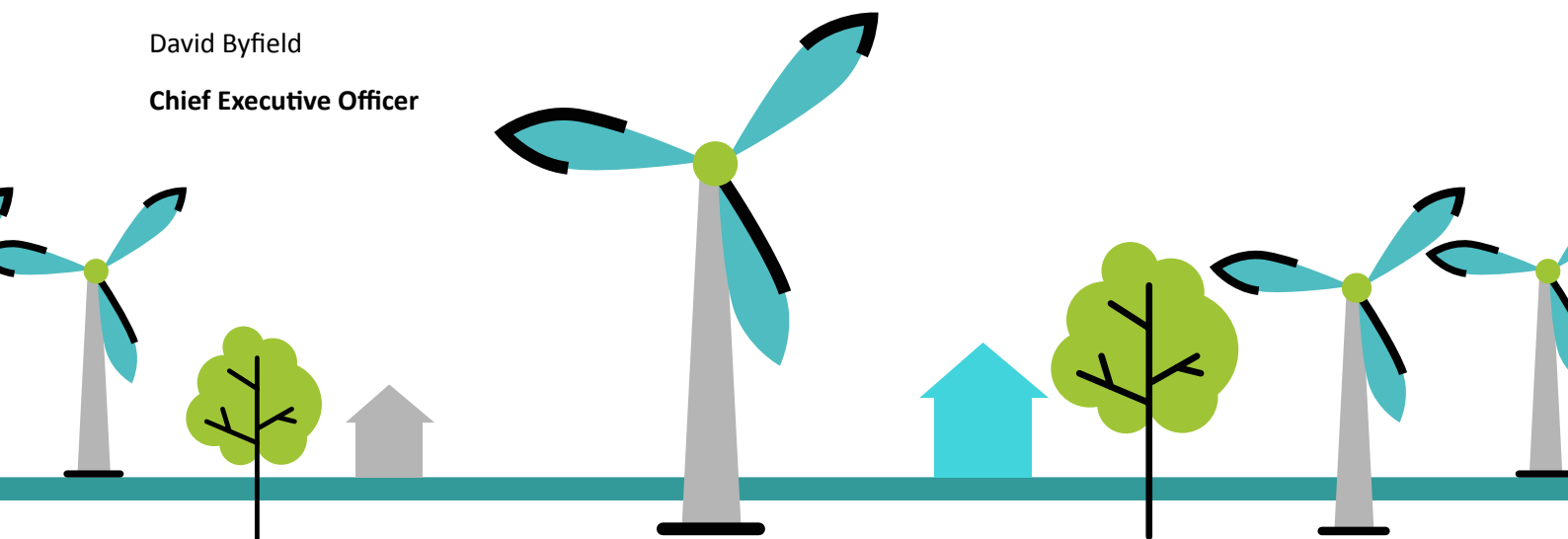
We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

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.

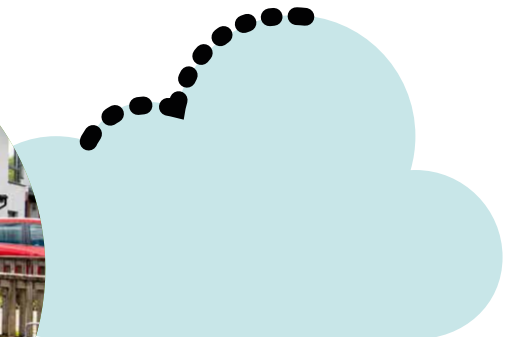
David Byfield

**Chief Executive Officer**





## About Ardenglen



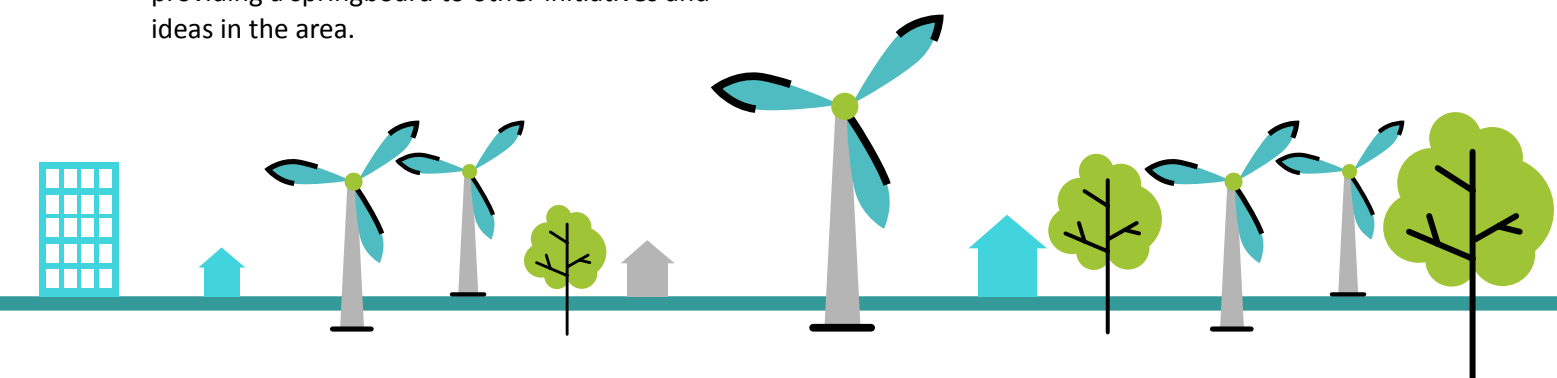
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

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
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service





## Role Details

### Senior Asset Officer

**Salary:**

£46,728 - £50,556 per annum

**Contract:**

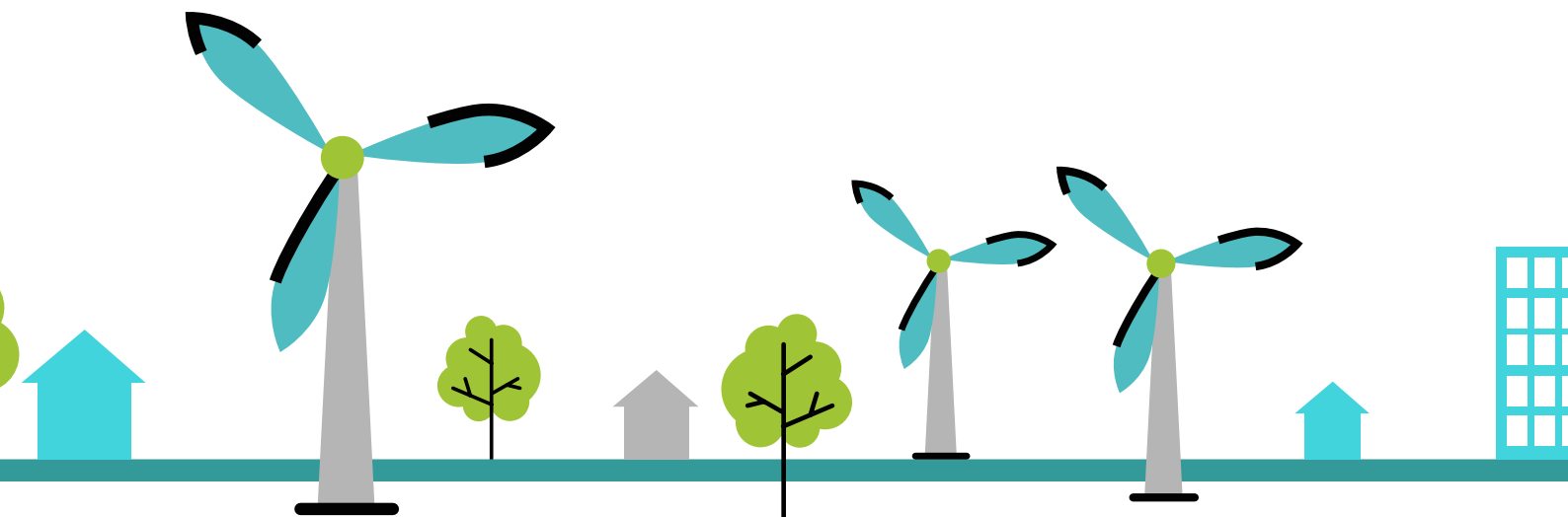
Permanent

**Hours:**

35 hours per week (flexi time in place)

**Reporting To:**

Director of Asset Management

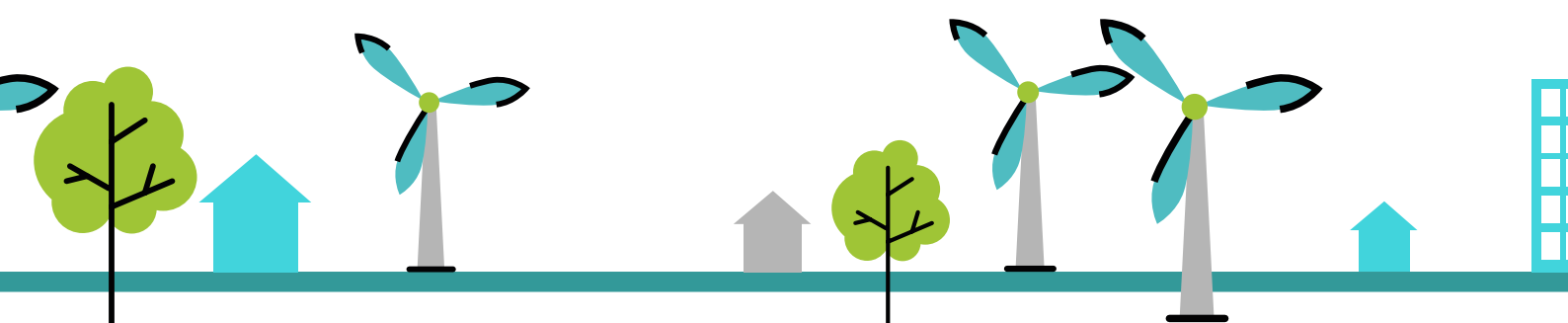


# Job Description

Job Details			
<b>Service Area:</b>	Asset Management	<b>Responsible for:</b>	Asset Officer, Asset Compliance Assistant, Asset Administration Assistant
<b>Grade:</b>	EVH Grade 8 PA28-31 (from 1/4/24)	<b>Location:</b>	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary
<ul style="list-style-type: none"> <li>To ensure the delivery of a high quality and efficient Asset Management Service by the staff for which you have responsibility for</li> <li>To be accountable for performance outcomes of the association within the Asset Management Services functions</li> <li>To motivate and develop your team members to reach their potential both as a group and individually</li> <li>To work closely with the Director of Asset Management to implement the strategic direction as set out by the Board of Management</li> </ul>

Job Outputs	
<p>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.</p>	
Key Tasks	Includes the requirement to:
Performance Management	<ul style="list-style-type: none"> <li>Monitor performance outcomes and be accountable for achieving targets over a wide range of Asset Management functions. This includes collaborating with the Customer Services team to ensure void properties are let within target.</li> <li>Ensure external consultants services are delivered in line with the agreed client brief.</li> <li>Develop and refine systems and processes to ensure staff are operating in the most efficient &amp; effective manner. You will monitor outputs and seek to drive continuous improvement within your area of expertise.</li> <li>Regular analysis of complaints relevant to service area and identify key learning to improve services or procedures.</li> <li>Analysis of profiling and other data to drive service improvements or reduce costs.</li> <li>Develop an approach to service reviews, demonstrating innovative solutions to enhance services and improve efficiencies, evidencing Value for Money in all service areas.</li> </ul>

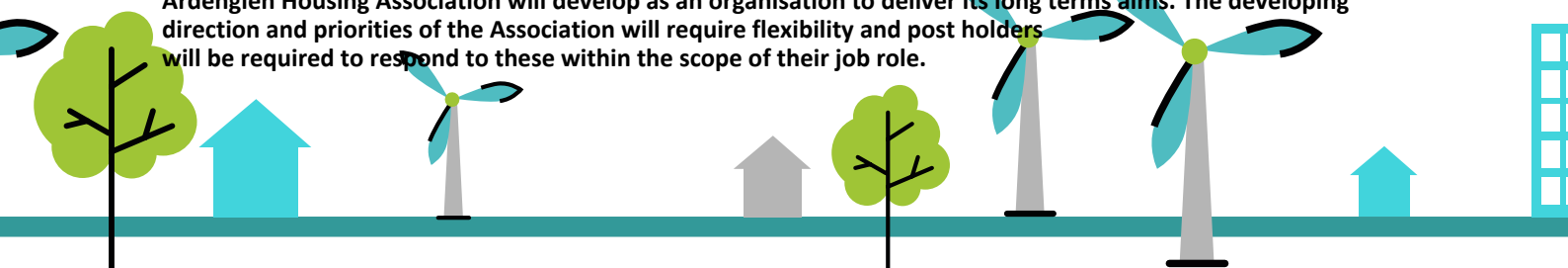




# Job Description (continued)

Key Tasks	Includes the requirement to:
Customer Service	<ul style="list-style-type: none"> <li>• Ensure provision of the best customer service possible with a focus on incorporating feedback while always considering best value</li> <li>• Identify potential barriers to services in line with the Equalities Act 2010 and formulate solutions to ensure fair access to services for all</li> <li>• Collaborate with the Community Investment Manager to maximise opportunities for customers to benefit from communities funding.</li> </ul>
Legislation, regulation & Policies	<ul style="list-style-type: none"> <li>• Assist the Director of Asset Management with the formulation and development of policies and assume main responsibility for procedures directly linked to your area of responsibility. This includes undertaking appropriate tenant consultation. All work in this area must ensure that the association meets both regulatory and legislative compliance.</li> <li>• Assist the Director of Asset Management with the Annual Return of the Charter ensuring an accurate audit of supporting documentation to evidence submission.</li> <li>• Keep well informed about changes in legislation relevant to service area and ensure compliance, including policy / procedure reviews and staff training.</li> </ul>
Staff responsibilities	<ul style="list-style-type: none"> <li>• Manage staff by coaching, supporting and supervising as required.</li> <li>• This includes carrying out regular team meetings &amp; one to ones in line with the association's performance management framework in order to achieve both corporate and individual goals.</li> <li>• You will ensure appropriate training opportunities are available to undertake day to day operations &amp; maximise potential of the team</li> </ul>
Strategic Implementation	<ul style="list-style-type: none"> <li>• Assist the Director of Asset Management to implement the strategic direction as set by the Board of Management across your area of responsibility, with a particular focus on implementing the Asset Management Strategy.</li> </ul>
Asset Management Functions	<ul style="list-style-type: none"> <li>• Provide an effective, efficient and responsive reactive maintenance service to the Associations customers.</li> <li>• Manage planned and cyclical maintenance programmes within agreed timescales and budgets</li> <li>• Ensure Asset Team works effectively with Customer services to minimise void periods</li> <li>• Update the associations Asset Management 30-year life cycle data to enable formulation of short, medium and long term investment programmes</li> <li>• Ensure all processes are adhered to in relation to tenant safety compliance and data reported to board for scrutiny</li> <li>• Ensure compliance in all areas with general Health &amp; Safety and Fire Safety</li> <li>• Ensure budget control and monitoring in all related areas</li> </ul>
Tenant Participation	<ul style="list-style-type: none"> <li>• Engage tenants using a variety of methods including focus groups &amp; surveys (digital / telephone) in order to encourage customers to help shape our services</li> <li>• Collaborate with Community Investment manager to ensure an Asset Management Service presence at tenant events</li> </ul>

**Ardenglen Housing Association will 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.**



# Job Description (continued)

## Key Relationships

- Tenants and other customers
- Director Of Asset Management
- Asset Officer and Assistant
- Asset Admin Assistant
- Senior Housing Officer
- Internal Teams
- Contractors

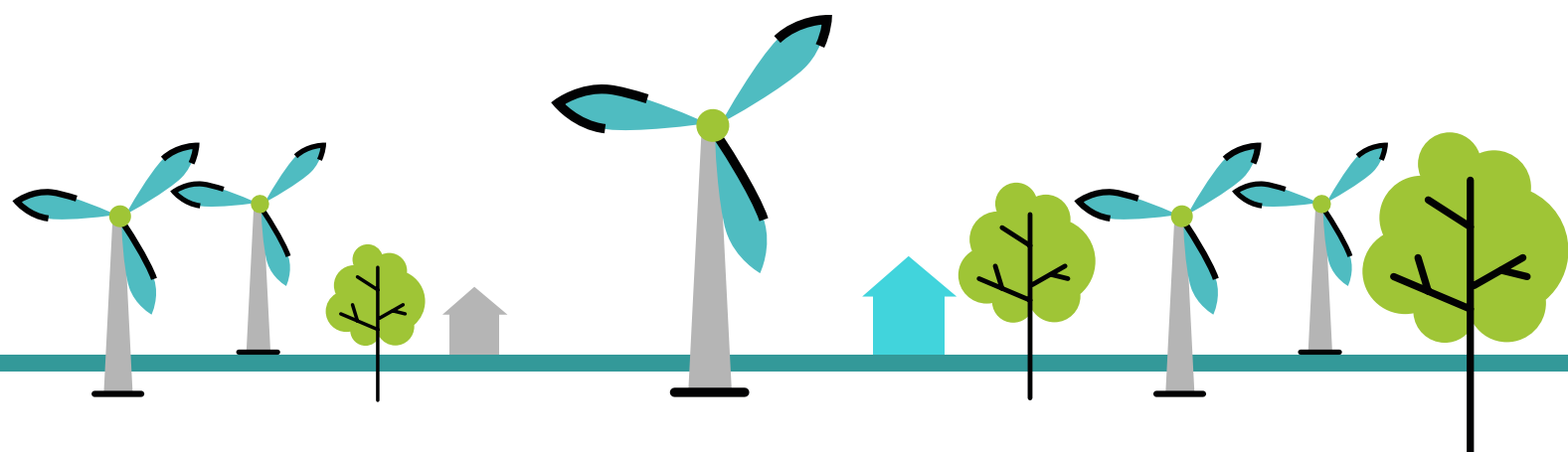
## Special Conditions

- You may occasionally be expected to undertake activities out with working hour's e.g. training or critical incidents/emergency situations that may arise.
- You may be required to deputise for the Director of Asset Management at meetings as required, this may include attending board / audit and risk sub meetings.
- To undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Outline and Key Competencies and as identified in the personnel development process.
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the Association.
- To actively promote 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.
- 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, Chief Executive or Board of Management.



# Person Specification

Criteria	Essential / Desirable	Assessed at
<b>Qualification</b>		
Possession of a relevant professional qualification in place or experience at an equivalent level	E	CV
<b>Experience</b>		
Comprehensive knowledge of maintenance, housing, maintenance, construction, building processes and best practice	E	CV / Covering Letter
Experience of staff support & supervision	E	CV / Covering Letter/ Interview
Experience of working with customers to improve service delivery	D	CV / Covering Letter / Interview
Proven experience of improving performance	E	CV / Covering Letter / Interview
<b>Knowledge &amp; Skills</b>		
Excellent communication skills – verbal, written, presentational & report writing	E	CV / Covering Letter / Interview
Ability to motivate & empower team members	E	CV / Covering Letter / Interview
Ability to work flexibly & effectively plan & prioritise workloads within set timescales	E	CV / Covering Letter / Interview
Ability to find solutions to complex issues	E	CV / Covering Letter / Interview
Sound knowledge of relevant legislative & regulatory framework	E	CV / Covering Letter / Interview
Ability to formulate & review robust procedures for all work areas of responsibility	E	CV / Covering Letter / Interview
<b>Commitment to Ardenglen Values</b>		
<ul style="list-style-type: none"> <li>• Community &amp; Customer Focussed</li> <li>• Accountable</li> <li>• Making a Difference</li> <li>• Innovative</li> <li>• Equal Access to Services for all</li> <li>• Treating our customers with respect</li> </ul>	E	CV / Covering Letter / Interview



# How to Apply



To apply for this role, please submit a CV and covering letter to [recruitment@ardenglen.org.uk](mailto: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.**

