

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Asset Officer

**Location:** Irvine

**Team/Directorate:** Property Services

**Responsible To:** Asset Manager

**Responsible For:**  Caretakers x 3

# 2. JOB PURPOSE

Contribute towards the delivery of an excellent asset investment and maintenance service for Ancho’s properties. Ensuring all of Ancho’s properties and land meet the relevant standards.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES:

* Assist the Asset Manager in delivery of the planned maintenance, reactive and cyclical works programmes to meet objectives as set within the Asset Management Strategy.
* Plan and accurately record an inspection regime for all reactive, cyclical and planned maintenance works in order to ensure required quality of works is met.
* Complete technical inspections as necessary and report findings to Asset Manager where appropriate.
* Coordination, monitoring and first line management of caretaker estate service.
* Complete stock condition surveys to ensure compliance with SHQS & EESSH.
* Assess alteration & improvements / medical adaptation requests and advise tenants of decision in line with policy.
* Compile necessary reports for contractor performance to be reviewed by Asset manager prior to his/her completion of report to Management board.
* Contribute relevant information to Assist manager in preparation of contract specification and document production.
* Review of valuations and invoices submitted for all works completed to ensure spend is in line with forecast expenditure.
* Contribute to preparation and production of policy and reports.
* Assist colleagues with technical advice/guidance where necessary.
* Liaise with external agencies and attend meetings as required.
* Ensure contractors comply with current Health & Safety legislation.

**3.2 Key Performance Indicators:**

* Inspection of reactive repairs completed
* Inspection and recording of planned maintenance works
* Stock condition surveys completed and recorded annually
* Alteration & improvements processing within set timescales
* Caretaker service completion

# 3.3 Key Contacts – Internal & External:

* Association colleagues /peers
* Tenant / Owner Occupiers
* Contractors
* Product suppliers
* North Ayrshire Council occupational therapists
* North Ayrshire Council building control and planning department
* Scottish Housing Regulator
* Scottish Government

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group.

**Asset Officer**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Educated to minimum HNC in a building related discipline.  May be substituted where significant relevant experience and appropriate skill set can be demonstrated. | Experience with housing association or local authority housing/maintenance service |
| Experience | Significant appropriate experience in housing maintenance or related discipline.  Customer care experience of dealing with and providing services to a range of people. | Experience with housing association or local authority housing/maintenance service |
| Knowledge | General knowledge of building standards and processes.  Detailed understanding of Health & Safety including production and completion of risk assessments | Knowledge of the Scottish Housing Quality Standard & Energy Efficiency standard for Social Housing |
| Skills | Excellent interpersonal skills and ability to communicate effectively at all levels  Developed problem solving skills  Self-motivated and enthusiastic  Flexible and receptive to change  Able to use own initiative appropriately  Good organisation skills  Able to work as part of a team  Good knowledge of Microsoft Office (Word, Excel, Access)  Understanding of office technology | Knowledge of Capita open housing |
| Personal attributes | Approachable  Articulate  Autonomous  Confident  Courteous  Diligent  Efficient  Enthusiastic  Independent |  |
| Additional requirements | Full driving license and access to a vehicle.  Ability to work at height and within confined spaces  Able to deal with customers with behaviour issues or special requirements.  Travel for work, training etc  Conflict resolution  Self development |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**