JOBS DESCRIPTION

SECTION ONE – POST TITLE & SERVICE AREA

<table>
<thead>
<tr>
<th>Post Title: Asset Officer</th>
<th>Service Area: Housing</th>
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<td>Grade: 12-17</td>
<td>Post Number: HS030</td>
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SECTION TWO – MANAGEMENT RESPONSIBILITIES

Responsible to: Business Support & Development Manager (Property Services Team)

SECTION THREE – PURPOSE OF THE JOB

- Development, co-ordination and management of the delivery of the Council’s capital and revenue funded investment programmes.

- Working with Senior Management and Project Surveyors to ensure these meet predicted needs, corporate targets and objectives, and regulatory standards including the Housing Quality Standards (Decent Homes).

- Administer and manage the integrity and production of asset information on which the Council’s Capital Investment plans are based. In particular, utilise the asset system to develop detailed plans for the implementation of the Council’s short and long term Capital and Planned Maintenance strategies.

- Financial monitoring of the Capital Investment Programme to aid strategic decision making.

- To maintain the housing stock condition database (Estate Pro) so that property information is accurate and up-to-date.

- To maintain up-to-date information on projects within the housing capital and planned maintenance programmes.

- To ensure that records relating to the Council’s statutory duties as a landlord are accurate, up to date and readily accessible for inspection.

- To prepare bespoke and standard reports as required.

- Work closely with stakeholder groups to provide a high quality asset data focussed service.

- To issue customer satisfaction surveys to tenants whose homes are subject to major works, analyse responses and compile summary reports.
• To assist in the processing of Right to Buy applications and the management of leasehold properties by producing accurate and up-to-date information on stock condition and planned programmes of work.

• To provide administrative support to the Asset Management team ensuring that information is accessible and that office procedures are effective and efficient.

• To respond to requests for information on stock condition and asset management issues.

• Contribute to the maintenance of all functions of the Housing Property Services team, and the achievement of its aims and operational objectives.

• To contribute to the development and implementation of cross-cutting initiatives, in line with the Council’s “One Team” philosophy.

SECTION FOUR – PRINCIPAL RESPONSIBILITIES

Operational:

• Management of the Council’s Social Housing asset data and development of detailed Capital Investment plans for the Council’s social housing stock. To maintain the housing condition database (Estate Pro) on a day-to-day basis. This will include updating property records to take account of recent stock condition surveys, maintenance and improvement works, house sales, and other events.

• Developing the asset database and its data analysis facilities to provide accurate and timely strategic information to guide capital investment in the short and longer term. Responsibility for the configuration, maintenance, integrity and security of the database. Updating existing data, liaising with IT and external software providers to ensure the system is maintained and upgraded as required.

• Co-ordinate collection and upload of stock condition survey data and programme, working with other service areas as required. Act as point of contact for asset system users in other service areas, providing training and query resolution as required.

• To ensure that the information held by the stock condition database is aligned with other housing management and financial systems across the Council.

• To develop and maintain procedures for the continual updating of information relating to the Council’s statutory duties as a landlord. This will cover areas such as:
  o Annual servicing of gas appliances/installations.
  o Asbestos management and testing;
  o Legionella detection and control;
  o Fire Risk Assessments.
• To maintain up-to-date information on projects within the housing capital programme and planned maintenance programmes and regularly update colleagues across the Council.

• To issue customer satisfaction surveys to tenants whose homes are subject to major works, analyse responses and compile summary reports.

• To prepare bespoke and standard reports on stock condition, asset management, capital programme, planned maintenance programmes, performance and expenditure for a variety of audiences both within and outside the organisation.

• To undertake ad-hoc projects on asset management and related housing topics.

Financial:
• Financial monitoring of Housing’s Capital Programme. Tracking of spend on Capital projects to maintain budget constraints. Where necessary, proposal and discussion of remedial action to ensure spend remains on target.

• Interrogating the General Ledger to provide detailed monthly budget monitoring reports to the Housing Property Services Team. Providing ad hoc and scheduled financial reports to the Housing Property Services Manager and Head of Housing to aid in strategic decision making with regard to the revenue and capital budgets.

• To assist in the processing of Right to Buy applications by producing accurate and up-to-date information on stock condition and planned programmes of work.

• To prepare Section 20 notices for leaseholders prior to commencement of works to their homes in collaboration with surveying staff.

• To liaise with colleagues within Housing and Finance to ensure that leaseholder service charge calculations are correctly calculated.

• To maintain records relating to Right to Buy and leaseholder issues and to respond to queries.

Administrative:
• To provide administrative support to the Major Works team ensuring that information is accessible and that office procedures are effective and efficient.

• To act as the system administrator for the Estate Pro stock condition database and the Callsys housing repairs system.

• Administering and assisting with the Council’s repairs system (Callsys), being responsible for the configuration, maintenance, integrity and security of the database.
Updating existing data, liaising with IT and external software providers to ensure the system is maintained and upgraded as required.

- Amending system data as necessary, particularly with regard to property sales / purchases (Right to Buys) / acquisitions and the Corporate Staff Alert Register.
- Developing and monitoring the data transfer interface between the Callsys repairs system and the Estate Pro asset system.
- Assisting the project surveying team with administration, including meeting minutes and correspondence with tenants and contractors.

Other Responsibilities:
To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Business Support & Development Manager.

SECTION FIVE – MAIN LEVELS OF CONTACT

Internal: Housing (Senior Management and all other teams within Housing), Environmental Care, Finance, Customer Services and Legal Services.

External: Tenant overview and Scrutiny Panel (TOSP), Tenants’ Forum, ad hoc enquiries from tenants via telephone, other authorities and public sector bodies, software developers, external suppliers.

SECTION SIX – SPECIAL FEATURES OF THE POST

The concept of team working means that a flexible approach to work areas is required from the post holder. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder may be required therefore to carry out other such duties as the Head of Housing may determine from time to time. However, the level of responsibility of such duties will not exceed the responsibility levels of the above.

SECTION SEVEN – DOCUMENT CONTROL

Job description prepared by: (Manager) Clair Bainbridge
Approved by: (Personnel) ..................................................
Agreed by: (Post holder) ..................................................
Date: November 2019
Date: ..................................
Date: .............................