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| Role profile |  |
| **Job Details** |
| **Job Title:** | Asset Officer | **Service Area:** | Customer Services |
| **Based:** | DPHA offices | **Report to:** | Customer Services Team Leader |
| **Grade:** | EVH Grade 7 (PA22 to PA25) | **Date Completed:** | June 2020 |
| **Job Summary:** |
| Operating within a strong performance culture you will be expected to deliver excellent performance results in your field. You will have in depth knowledge of the Associations’ physical assets and surrounding environment and have the technical knowledge to ensure they are maintained to the highest standard, in compliance with SQHS and EESSH and appropriate regulatory requirements and within the Association’s’ financial assumptions and plans. Value for money will be central to all that you do from procurement of works to management and delivery of health and safety compliance, reactive/ planned maintenance and major investment works. This will mean ensuring the right balance between quality and costs. You will work closely with your Customer Services colleagues to provide technical guidance and support when required and ensuring a seamless service to customers. You will be a skilled negotiator and a demanding client with suppliers ensuring the best results for the Association. You will be instinctively customer focused and have a “solution focussed” attitude to ensure that our customers’ experience of our service remains positive. You will understand the importance of working with partner agencies to achieve desired outcomes. You will have a key role in ensuring the required outcomes of the Scottish Social Housing Charter are met for our tenants. You will have a key role in ensuring the achievement of any applicable legal, national and regulatory standards applying to the stock and environment. You will provide leadership to a small team of grounds maintenance operatives.As part of the Customer Services Team, you will help to deliver the objectives set out in the Business Plan, continue to self- develop and seek out opportunities where improvements can be made in our day to day business  |
| **Behaviours and Competences:** |
| **Our Organisational Competencie****s:**We want to be at the HEART of our community and have its needs at the HEART of all that we do and we have created a culture that reflects this:  |

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| **Here** | **Excellent** | **Accountable** | **Results** | **Together** |
| Be here Be available Own issuesFind Solutions | Be the BestCreate and tailor better servicesReview and Improve | Be open and honestBe well organised  | Be at the topTell all how and what we are doingFind ways to do better | Be inclusiveTreat all with care and respectListen and act  |
| **We want our Asset Officer to demonstrate the following behaviors and competencies** |
| * Listen to customers
* Take initiative
* Committed
* Proactive
* Put customers first
* Deliver solutions
* Self-motivated
* Flexible
 | * Achieve Excellence
* Customer Focused
* Take personal pride
* Self-aware
* Technologically aware
* Computer literate
* Creative
 | * Take personal responsibility
* Personally effective
* Planning and prioritising
* Professional at all times
 | * Communicate effectively
* Goal orientated
* Strong work ethic
* Builds constructive relationships
* Performance driven
* Respond to change
 | * Inclusive
* Team player
* Collaborative
* Listen carefully
* Caring and Respectful
* Create an environment of trust
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| **Person Specification:** |
| **The essential/desirable criteria for this post is detailed below:** |

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|  | **Essential** | **Desirable** | **Evidence** |
| **Education and Qualifications** | Educational qualifications at higher education level in a relevant subject or equivalent will be essential (solid work experience operating in posts at or around this level can compensate for the lack of formal qualifications). | CSCS Constriction Site Management, SVQ level 3, or equivalent | Application form |
| **Experience** | Use of IT maintenance systems to develop and manage asset management and procurement strategies and budgeting.Produce technical documents / scope of works and associated information and assist with procurementPreparation and evaluation of tender documents and responses in line with procurement legislation and requirementsWorking with contractors to provide customers with a high quality service throughout the contracts they are awardedQuality control and inspectionEffectively managing Measured Term ContractsUse of IT systems and packages including Microsoft Office to maintain a computer database system for issuing works orders and collating information on stock | Stock condition information systems/databases and the management of informationWorking in a commercial environmentSupervision of operatives and resources | Application formReferencesInterview |
| **Specialist Knowledge** | Knowledge of Building Industry quality standardsUnderstanding of CDM Regulations and practices.Knowledge of relevant health and safety legislationConversant with documents relating to contracts  | Awareness of Standard Methods of MeasurementExperience of compliant procurement routes | Application formInterviewPre/Post-Interview Check (if appropriate) |
| **Skills and abilities** | Excellent verbal and written communication skillsCustomer centred approach, flexible, confident and assertive mannerExcellent computer literacy and numeracy skillsAbility to meet demanding personal and team deadlinesAbility to form effective working relationships with internal and external customers.Ability to analyse and diagnose problems and implement effective solutionsCommitment to cross organisational team working  | Ability to organise and supervise team membersAnalytical skillsExperience of Castleton IT System | Application formReferencesInterview |
| **Personal Attributes** | Solutions focusedSelf-motivated Enthusiastic and flexible |  | Application formInterview |
| **Other** | Ability to drive, possession of a full current driving licence and access to own transport for business purposes. | Flexibility to work out with office hours, e.g. for evening visits to tenants, attend meetings etc. | Application formInterviewPre/Post-Interview Check (if appropriate) |

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| A Disclosure Scotland check will be required for this post. |
| **Job Outputs** |
| **Role output:** | **Includes the requirement to:** |
| Delivering a comprehensive technical service | Working closely with the external Asset Adviser, be effective, efficient and proactive in managing:* Cyclical, planned and asset compliance maintenance contracts and programmes
* Draw up specifications, obtaining quotes, issue tenders, produce tender reports and issue contracts in line with policy and procedure.
* Approval and coding of invoices
* Monitoring and reporting on spend for all areas of asset work
* Specifying and instructing medical adaptation work
* Provide technical advice on alteration and improvement requests
* Rechargeable repairs
* Investment and repairs that impact on owners/commercial properties

Appointment and monitoring of contractors and on-site supervision of contractsOversee the update, monitoring and housekeeping of the asset management systemEnsure compliance with SHQS and EESSH standardsProperty surveys to provide up to date stock condition informationComponent replacements and provision of information to finance sectionHealth and safety complianceEffective liaison and support for Housing colleagues within the Customer Services TeamProvide technical advice and options appraisals and solutions, including supporting staff with repairs inspections |
| Ensure effective communication with customers and partners | Be a visible and familiar face within your communities.Provide colleagues and customers with a full range of information related to reactive, cyclical, planned and asset compliance work.Ensure customer commitments are delivered in accordance with DPHA behaviours and competences.Resolve customer issues and complaints and apply creative thinking to identify personalised solutions.Act as the customer representative with contractors. |
| Deliver continuous improvement in customer satisfaction and business performance | Assist with delivering Customer Service objectives from the business plan by working in partnership with Housing colleagues within the Customer Services Team.Work with colleagues to continuously review and improve ways to streamline and drive out waste.Participate at team meetings to share ideas/ issues to achieve continuous improvement.Build external networks to learn from others and ensure DPHA is at the forefront of best practice.Ensure DPHA is a top performing RSL amongst peer groups continuously striving to better our performance across the range of key performance indicators including customer satisfaction.Effectively manage budgets you are responsible for ensuring that money is spent wisely and represents value for money. |
| Well maintained, attractive and vibrant communities | Undertake regular surveys to ensure our properties and communal areas are maintained to the highest standards.Support Customer Services Team Leader with the delivery of the annual planned investment programme.Ensure linkage between the response, planned, compliance and major investment programmes and estate management. |
| Corporate/ Community Governance | To undertake an individual role in line with DPHA's Strategic Priorities and in compliance with DPHA's corporate policies and procedures.Attending Committee meetings to present reports as required (these may be out with normal office hours).Own and keep up to date all required policies and procedures for your area of business observing regulatory and legal requirements and best practice.Contribute to Health and Safety Working group and undertake training as required. |
| Compliance with professional, regulatory, statutory and corporate requirements | Ensure DPHA stock (social, shared ownership and factored, office and commercial premises) comply with all statutory, regulatory and health and safety requirements. Ensure close liaison with Customer Service Team colleagues to ensure access to customers’ homes for inspections, repairs, gas servicing including legal enforcement where required.Comply with and implement all regulatory requirements, legislation and all of our policies and procedures.Keep abreast of legal/regulatory and best practice developments in the field of asset management and ensure DPHA compliance with same.Act ethically and with integrity, taking account the Scottish Housing Regulator’s Regulatory Standards and the employee code of conduct.Within own area of responsibility ensure DPHA is up to date and compliant with our FOI and GDPR requirements.Mange risks and ensure compliance with Health and Safety. |
| Other | Such other relevant duties as may be determined from time to time.Commitment to continuous personal development. |
| **Interdependences:** |
| * Customer Services Team Leader
* Housing Officers and Customer Services Assistants
* External Asset Adviser
* Extended DPHA staff teams
* Tenants, owners, and other customers
* Contractors, suppliers, consultants
* Management Committee
* Partner agencies: WDC, public utilities, Internal Auditors, local resident and community groups.
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