

## Job Description

<b>Job Title:</b>	Head of Assets and Sustainability
<b>Directorate</b>	Assets and Property
<b>Department:</b>	Asset Management
<b>Location:</b>	Rising Sun Industrial Estate, Blaina
<b>Reports to:</b>	Director of Assets & Property
<b>Date JD Agreed:</b>	October 2023

## Job Purpose

The Head of Asset and Sustainability will manage Tai Calon's Strategic Asset Management, Planned programmes of work and Delivery of investment programmes. To manage, organise, maintain the provision of consistent, high quality, value for money and customer-focused services to ensure Health, Safety, Environmental and Quality compliance is achieved and the Company's procedures and objectives are delivered.

## Values

Our Values that support our Vision, Mission, and Aims are **CALON**. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

**C – Creativity:** we want people to think differently, challenge processes where they can see improvement, and take risks.

**A – Authentic:** we want people to be themselves and be open, honest, and trustworthy, and act with integrity.

**L – Learning:** we want people to understand the importance of learning as an ongoing approach to success in their roles.

**O – Ownership:** we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

**N – “Not on your own”:** we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

## Core Responsibilities & Accountabilities

- Member of the Leadership Team (LT), supporting the Director in the delivery of the service and a member of the Senior Management working closely with other directorates.
- Leadership and management of a customer-focused Asset Management and sustainability team, ensuring a collaborative approach with colleagues across the business to maximise outcomes and achieve value for money.
- Lead, develop and maintain a five year Business Plan for Asset Management.
- Report in line with Tai Calon's governance requirements and control of Forecast & Profile spend for annual budgets of up to £10 million.
- Lead, plan and maintain a 30 year strategic and five year operational Asset Plan and investment programme, reflecting legal, tenant, leaseholder and business plan requirements and demonstrating compliance with all commitments and covenants.

## Detailed Tasks

### Asset Planning

- Produce, communicate and maintain effective operational plans to deliver strategic and operational priorities.
- Lead in the formulation of evidence-based programmes, projects, property stock, budgets, financial plans and communication plans. Ensure assets meet all relevant standards, are tailored to the needs of tenants, and the service is delivered in an efficient and effective way.
- Lead and ensure effective community consultation and engagement informs the Asset Management activities, including the work of the Tenant Forum and other staff and tenant membership forums.
- Work in partnership with Housing and Community managers, tenants and residents to improve local service delivery within communities and ensure that the service meets individual and community needs.
- Lead the effective development, maintenance and management of a stock condition database and planning system ensuring that this is actively used to inform, update and validate business planning assumptions.
- Take operational responsibility for the preparation, review, monitoring and updating of the Asset Management and Development policies and plans.

- Lead the completion of systematic options appraisals and make timely recommendations to the Director of Assets & Property with all necessary information and recommendations to inform strategic decision-making.
- Develop detailed 1 and 5 year Investment Plans showing detailed programmes and expenditure by area or address type.

## Key working Relationships

- Partner with executive directors and heads of service to promote change management strategies, allocation of resources and update on project progress.
- Promote change management techniques throughout the organisation.
- Engage in negotiations and consultation with contractors, regulators, and funding bodies, with the aim of reaching agreement on various contract and project planning issues.

## Responsibilities for Resources

### People and Management

- Lead and develop a highly competent, motivated and professional team which can deliver a range of high quality cost effective services, through the effective application of performance management framework, coaching and motivation.
- Ensure that all processes and procedures, including monitoring systems, are in place and that all members of the team are fully trained in their roles and are able to maximise their capacity and capability.
- Demonstrate strong leadership and uphold Tai Calon's values, providing motivation and direction.
- Empower and give delegated authority, where appropriate, to staff at all levels.
- Recruit, support, develop and appraise staff to provide a professional service to tenants and other customers and ensure that staff meets performance objectives and targets.
- Support the creation of training and job opportunities within the organisation through apprenticeship programmes and contract requirements for local labour.

### Responsible for:

- Approximately 15 employees in the Asset and Sustainability Management Team, which will be subject to change.

Direct line reports currently include:

- Asset Services Manager: Delivery
- Sustainability and Initiative Manager

### **Financial Management**

- Ensure that all business within the Directorate is conducted in accordance with relevant legal and regulatory requirements, Tai Calon's standing orders, scheme of delegation and financial regulations.
- Ensure all compliance risks and issues that arise within the team are addressed in the appropriate manner.
- Prepare, monitor and control revenue and capital budgets.

### **Procurement**

- Establish and prepare programmes of work including the preparation of briefs, specifications and tender documentation.
- Co-ordinate and control all professional consultants and contractors working on Tai Calon's contracts.
- Work closely with the centralised procurement team to achieve all procurement plans and forward plan all procurement exercises.

### **Risk, Health & Safety**

- Working collaboratively to ensure contracts are managed in a safe manner and risks are mitigated
- Work proactively with the Health and Safety team to minimise Health and Safety incidents and ensure that lessons learnt are fully and properly embedded.
- Ensure the safety of both internal and external customers through compliance with all health and safety legislation and other regulatory compliance requirements. Carry out necessary risk assessments and ensure control measures are in place.

### **Performance**

- Accountable for the overall performance of the team and performance against KPIs.
- Effective service management to ensure continued sustainability, viability and improvement in Tai Calon's services.

- Regularly consult with customers and key stakeholders over service standards and the standard of the stock, carrying out satisfaction surveys and reporting on performance, outcomes against target profiles.
- Ensure clear procedures and a strong compliance framework is in place.
- Produce regular reports including performance reports for Tai Calon's Executive Management Team, tenants and/or Board and committees as required.

## Work Environment

- Represent Tai Calon at stakeholder meetings and consultation events, as part of research and development agenda (UK wide travel and some out-of-hours working).
- Manage activities linked to the management of strategic projects.
- Extensive periods working on a computer, undertaking analysis, report writing and budgeting.
- Oversee team activities to ensure positive results and mitigate risks.

## Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Head of Assets and Sustainability	Application Form	Interview	Practical
		<b>1. QUALIFICATIONS</b>			
✓		Educated to level 6 National Qualification Framework for England, Wales and Northern Ireland	✓		
	✓	Professional Qualification in relevant subject area e.g. MCIQB or RICS	✓		
✓		Recognised Management qualification	✓		
	✓	Project Management qualification	✓		
	✓	A relevant qualification in Coaching/ Mentoring	✓		
		<b>2. KNOWLEDGE</b>			
✓		Knowledge of the social and political climate in which Tai Calon operates	✓	✓	
✓		In-depth understanding of Asset management and sustainability, associated property improvement, including technical aspects, relevant legislative and regulatory requirements.	✓	✓	
✓		High-level skills and knowledge to operate as the accountable senior manager for the delivery of the organisation's Asset Management Strategy	✓	✓	
✓		In-depth understanding of tenant needs and a determination to ensure that customers are consulted with and are fully involved at all levels of service planning and decision-making.	✓	✓	
✓		Knowledge of leasehold requirements, engagement, consultations	✓		
✓		In-depth knowledge of contracts and significant experience of budget setting, performance management and control.	✓	✓	
	✓	Understanding of related Welsh government initiatives for housing and property	✓		
		<b>3. EXPERIENCE</b>			

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Head of Assets and Sustainability	Application Form	Interview	Practical
✓		Extensive experience of working at management level within a similar role of similar responsibilities and responsibility for the delivery of Asset Management Strategy	✓	✓	
✓		Experience of developing and delivering an integrated Asset Management Service to include improvements, cyclical, planned and/or development activities.	✓	✓	
✓		Experience of delivering modern methods of procurement, programme and contract management.	✓	✓	
✓		Leadership experience, including experience of leading a team through growth and change	✓	✓	
✓		Substantial experience of leading change, engaging staff and key stakeholders to improve service delivery.	✓	✓	
✓		Extensive experience of managing an Asset Services Team with the proven ability to bring out the best in people to inspire confidence and respect and to deal with under-performance effectively	✓		✓
✓		Experience of working effectively and creatively with staff and tenants and stakeholders in order to improve delivery and design services.	✓	✓	
✓		Experience of legal compliance and risk management in property/construction	✓	✓	
✓		Extensive experience of preparing and managing budgets which effectively utilise all available resources aligned to corporate objectives	✓		✓
✓		Extensive experience of developing quality and performance management culture	✓	✓	
✓		Extensive experience of developing business plans, and subsequent delivery of those plans.	✓	✓	
✓		Proven track record of achievement as a manager in a high-quality, service-focused organisation.	✓	✓	
		<b>4. SKILLS</b>			

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Head of Assets and Sustainability	Application Form	Interview	Practical
✓		Ability to articulate a clear vision and establish a high-performance culture.		✓	✓
✓		Leadership and motivational skills, including the ability to lead and build cultures which supports, motivates and develops others		✓	✓
✓		Able to set appropriate and challenging performance targets for own team and self.	✓		
✓		Be able to demonstrate excellent written and verbal communication skills, including report writing and delivering presentations.	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships.		✓	
✓		Ability to analyse data and statistical information and use it to develop, monitor and improve services.		✓	
✓		Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders.		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work and that of others.	✓	✓	
✓		Strong negotiation skills and commercial awareness		✓	
✓		Good IT skills, able to utilise a range of specialist Asset management software packages, Housing Management mainframe applications and generic Microsoft Office software.	✓		✓
	✓	Welsh Language Skills	✓		
		<b>5. ATTRIBUTES</b>			
✓		Tenant and customer-focused	✓	✓	
✓		Committed to ongoing personal development and the development of others	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	



Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Head of Assets and Sustainability	Application Form	Interview	Practical
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
		<b>6. Other</b>			
✓		Able to participate in the out-of-hours emergency service	✓		
✓		Will need to be able to travel as part of the job, in a timely manner			
✓		Requires Disclosure and Barring Service (DBS) check			