



Cassiltoun Housing Association Asset Manager Candidate Information Pack





Thank you for your interest in our vacant position of Asset Manager.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website.
- The Job Description and Person Specification
- A brief summary of the Terms and Conditions of the post
- Staff structure – this can be obtained from the Association's website

If you wish to join our ambitious team, please complete our application form and submit it along with your CV and personal statement to recruitment@cassiltoun.org.uk. Your CV must describe how your experience, skills and knowledge would enable you to meet the Person Specification for this post.

For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

Please note the closing date for applications is **Friday 10th May 2024 at 12 noon**. We will not accept any applications received beyond this time.

Interview Date: Thursday 16th May 2024.

Candidates will be informed by Monday 13th May 2024 if they have been selected for interview

If you require further information regarding the Association or the position advertised, please do not hesitate to contact myself directly.

Thank you.

Paula Brownlie
Head of Corporate, HR and Finance
Telephone: 0141 631 5207
Email: paula.brownlie@cassiltoun.org.uk



1. *Background*

- 1.1 Cassiltoun Housing Association was formed in 1984 and is a Registered Charitable Organisation which operates within a Group Structure
- 1.2 The Association owns 1,077 tenanted units and factors 145 owners and has recently completed an ambitious development programme of 102 high quality homes over 4 distinct sites.
- 1.3 The Association has 3 sub-committees:
 - Group Audit & Risk
 - Staffing
 - Operations and Regeneration
- 1.4 The Association and its subsidiaries are social enterprises and are actively involved in the regeneration of the local area. This includes: employment programmes, social inclusion initiatives, environmental initiatives and projects to improve education and health outcomes.
- 1.5 The Association operates from our offices at the multi-award winning Castlemilk Stables.

2. *Staffing*

- 2.1 The Association's current staffing structure involves 30 staff deployed as follows:
 - CEO
 - Senior Leadership Team –
 - Director of Operations
 - Head of Corporate, HR and Finance
 - Head of Asset Management
 - Housing Manager
 - Operations Team (incorporating Technical Services, Housing Services, and Advice Team)
 - Finance and Corporate Services Team
 - Community Team



Cassiltoun are committed to regenerating our community not only through first class housing and environmental services but by our wider regeneration work which includes activities such as welfare advice, employability and training, Castlemilk Park, children's projects and community health projects. We also work closely with our subsidiary companies and in partnership with other organisations and agencies.

Cassiltoun Housing Association are looking to recruit an experienced, motivated and enthusiastic individual for an opportunity which has arisen in our Technical Team.

Asset Manager	CHA Grade 8 PA28-31 £47,254 - £51,482
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You are required to have a minimum of 3 year's experience in a Registered Social Landlord, Local Authority or building industry and/or maintenance with an excellent knowledge of current Health and Safety Regulations.

The successful candidate will work within the Technical Team delivering reactive, cyclical and major repair programmes which over the next 10 years will be in the region £12 million.

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Cassiltoun Housing Association is striving towards equal opportunities for all.

JOB DESCRIPTION

Job Title	Asset Manager	Department	Technical
Reporting To	Head of Asset Management	Grade	Grade 8 PA28 – PA31
Post Number		Date	April 2024

Job Purpose
<p>Manage the delivery of efficient housing asset and investment services, strategies and plans including the management of all programmes, projects and services.</p> <p>Support the Head of Asset Management by overseeing the delivery of a full asset review supported by external consultants, support the development of investment plans, major component/works programmes and projects that will progress from that.</p> <p>Be a resilient, visible leader and an excellent role model who inspires, empowers and supports staff to deliver the best possible services to our customers.</p> <p>Manage, monitor and oversee contractor performance target outcomes.</p> <p>Report performance management, Health and Safety information and analysis on the Technical Team to the Head of Asset Management and Board / Sub-Committee.</p> <p>Support and manage the provision of complimentary services which contribute to the social and economic regeneration of the area, in particular championing the Association's community engagement and community development strategies and aspirations.</p> <p>Contribute effectively to the implementation and achievement of Cassiltoun Housing Associations' strategic objectives, values and vision. Ensure that the operational objectives of the Technical Service Plan are achieved.</p> <p>Provide leadership and direction, day to day support and supervision to the Technical Team to ensure the provision of high quality, customer focussed, efficient and value for money in your role.</p> <p>Create and maintain an environment where people are able to develop professionally, ensuring that a staff performance and development framework is in place with outcomes monitored and reported.</p> <p>Support the Head of Asset Management in developing our asset management approach to Climate Change.</p> <p>Deliver excellent services to the Board of Management, staff and customers and maintain a high level of confidentiality and discretion with regards to all information complying with legal and regulatory duties in these areas.</p>
Accountability
Role is part of the Technical Team, reporting to the Head of Asset Management

Key Responsibilities

Performance Management:

To review and develop performance management frameworks and strategies, including Board/ Sub-committee reports, to deliver high quality project and Technical services in line with best practice and legislation.

To review, monitor and achieve Key Performance Indicators within the Technical Service plan and provide performance management information along with analysis as required.

To work within set budgets, create necessary controls and contribute to budget planning process.

To review operations and processes on a project basis, to ensure compliance with legislation, regulations, best practice on all areas of service delivery.

To review and implement policy reviews in relation to the delivery of asset and investment programmes to tenants and other customers.

To support the delivery of the Major Repairs Programme including involvement in procurement, pre, progress and post completion meetings

To deliver the Cyclical Maintenance Programmes including Internal/external paintwork and gutter cleaning

Void Management – Ensure void properties are returned to Housing Management within timescale and to the required standard.

To manage the services to deliver a first-class factoring service to the Association's factored owners.

Staff Management and Development:

To complete annual staff performance reviews, completing documentation timeously and taking appropriate action.

To support, motivate and develop staff in the team to build strong, motivated, engaged staff teams and to seek continuous improvement in service delivery

To undertake appropriate line management activities including recruitment and selection, and training and induction of new staff members.

To be responsible for regular supervision and support meetings with immediate staff and ensure compliance with meeting schedule for other staff within the team.

To provide effective leadership and management to the Technical Team.

Health and Safety:

To ensure all Health & Safety obligations are met in relation to landlord and asset management services.

To participate in the development of risk assessments for landlord and asset management services and ensure they remain up to date.

To support the Head of Asset Management with compliance of Health and Safety for the Stables Building and provide analysis reports to the Trust Board.

Information and Confidentiality:

To ensure that any requests for information are responded to within timescales and appropriate information shared.

To maintain confidentiality at all times.

To ensure all Technical staff respond appropriately to the Association's Complaints policy, General Data Protection Regulations, Environmental Information Regulations and Freedom of Information legislation in line with legal and policy requirements as relevant to customers, contractors, staff and committee.

To assist the Head of Asset Management with the governance arrangements for the Regeneration & Operations Sub Committee, including the production of monitoring reports, presentations and agenda items in advance of these meetings.

The post holder is required to communicate effectively on a daily basis with both internal and external stakeholders at all levels.

Audit:

To support and respond to external audit requirements from the Scottish Housing Regulator including the completion of the relevant sections of the annual statistical return – ARC, Assurance statement and Charter report.

To support the Head of Asset Management with any internal and external audits within Technical and Asset functions, meeting with auditors, responding to queries, commenting on draft audit reports and implementing action plans as required.

Corporate and Strategic

To support the Head of Asset Management with the Stables Building management on behalf of Cassiltoun Trust.

To work out with office hours as required to meet the needs of the Association and its subsidiary companies.

To support the Head of Asset Management by providing advice on operations, asset management, regeneration and subsidiary activity.

To contribute to the business growth of the Cassiltoun Group and also develop value for money, efficiency and business intelligence when supporting the procuring of new services and contracts in line with best practice.

Other Duties

To be a point of contact for business continuity issues

To authorise payments within delegated authority limits.

To deputise for the Head of Asset Management as required.

To actively promote the Cassiltoun Group and its activities to all stakeholders and the wider housing and regeneration sector.

To carry out any other relevant duties at the request of the Chief Executive Officer or the Board of Management, which are appropriate to the post.

Value for Money

Work in an efficient manner that delivers value for money for the Cassiltoun Group, our tenants and stakeholders

Identify efficiencies and communicate them to your line manager.

Cassiltoun's Values

Understand and uphold the Association Values

Procurement

Understand and comply with best practise in procurement of goods and services and adhere to the Associations Procurement policy

Other Tasks/Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimizing risk at all times.

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills;
- To attend training and personal development courses as and when required by the Association;
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

Equality & Diversity

- Observe and promote the Association's Equality & Diversity policy at all times.
- Comply with the Association's Equality & Diversity policy and relevant legislation.

Sustainability

- Assist in the company's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

Other

- To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate

- To attend meetings out-with normal working hours, as and when required;
- To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's management;
- The duties of the post will be reviewed and modified in line with the exigencies of the service



Person Specification

Job Title	Asset Manager	Department	Operations
Reporting To	Head of Asset Management	Grade	Grade 8 PA28 – PA31
Post Number		Date	April 2024

Category	Essential	Desirable
Qualifications/Knowledge	<p>Educated to Degree level or equivalent relevant experience</p> <p>Minimum of 3 year's experience in a Registered Social Landlord, Local Authority or building industry and/or maintenance</p> <p>Excellent knowledge of current Health and Safety Regulations.</p> <p>An understanding of social housing and the context within which it works.</p> <p>Sound knowledge of legislative, regulatory and best practice performance standards in Housing Associations.</p> <p>An ability to understand the main principles of customer service excellence</p>	<p>Understanding of equality and diversity legislation and its application to a Housing Association</p> <p>Good practice in the full range of housing services management</p> <p>Understanding of risk management</p>
Experience	<p>Substantial experience and proven track record in delivering successful maintenance and asset management services within the social housing sector. Proven track record in asset management and project management.</p>	<p>Working in a challenging and pressurised environment</p> <p>Successful delivery of a variable workload in a customer focused environment</p>

	<p>Experience in producing and analysing appropriate performance monitoring information, to report to Board/Committee as required and to support the production of the Association's annual returns to the Scottish Housing Regulator.</p> <p>Significant knowledge of Health and Safety legislation in relation to Landlord Health and Safety</p>	<p>Experience managing a target driven service Managing a neighbourhood housing team or similar</p>
Skills and Abilities	<p>Excellent people and leadership skills with an ability to motivate and engage effectively with people at all levels</p> <p>Excellent communication, organisational, coaching, interpersonal, negotiating and networking skills.</p> <p>Ability to influence and have credibility with senior managers, staff and tenant representatives.</p> <p>Well organised and systematic approach to work.</p> <p>Working knowledge of Housing Management I.T. systems, specifically in relation to Asset Management and maintenance activities, with excellent I.T. skills.</p>	<p>Ability to articulate what customer service excellence means</p> <p>Experience of completing service reviews</p> <p>Ability to coach employees</p> <p>Sound financial awareness</p>
Personal Qualities	<p>Strong customer focus and commitment to excellent service and delivering value for money</p> <p>Proactive and hardworking.</p> <p>High level of interpersonal skills and integrity.</p> <p>Well organised and systematic and able to finish things off.</p>	

	<p>Ability to maintain confidentiality at all times.</p> <p>Ability to work under pressure demonstrating a well organised approach to delivering to deadlines.</p>	
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Summary Terms of Conditions

Location	59 Machrie Road, Glasgow G45 0AZ
Standard Hours of Work	35 hours per week, Monday – Friday (can be worked flexibly)
Grade & Salary	Grade 8, PA28-31
Payment Method	Paid on the last Thursday of each month by the BACS system into your bank account
Annual Leave	27 days per annum (pro rata)
Public Holidays	15 public holidays
Notice Period	One month written notice by either side
Pension	The Association currently offers a contributory pension scheme (The Pension Trust – TPT) Maximum 10% employer contribution plus option to participate in the pension salary sacrifice scheme.