

Job Title: Service Manager – (Asset Manager)

Grade: 16

Job Family: Technical

Responsible to: Head of Service

Responsible for: Operational Teams within the Service Area

Evaluated by Grading Panel: 8/01/2018

Version: 1

PURPOSE

As a proactive leader the post holder will support the Head of Service with the strategic, operational and financial management of the business.

By working with employees in line with KNH's core behaviours and values support the Senior Leadership Team to deliver the organisations purpose, vision and objectives.

A key component of the role will be to develop a culture of high performance within teams (high challenge/high support) and continuous improvement in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Councils key objectives to deliver a customer focused service.

The Service Manager will work with colleagues across the organisation and with partners as a change agent, and ensure positive outcomes for the business and for KNH customers.

The role of Asset Manager will deliver Strategic Asset Management, while supporting the Head of Service in developing long term plans to facilitate best use of existing and new housing assets.

ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

Key Duties

- Lead, co-ordinate HRA related Capital and Revenue investment programmes across Council Housing, Support the Head of Service in establishing overall asset strategies,

related investment profiles and options appraisals based on up to date and reliable asset data.

- Establish and implement 5-year Capital/Revenue programmes based on agreed strategic priorities
- Oversee the asset team to collect estate-based data, while liaising with the wider organisation to prepare packages of work including commissioning specialist consultants where required
- Support the delivery team through the introduction of Standard Operating Procedures
- Establish internal/external relationships to combine key factors when planning programmes of work:
 - Safe and Compliant homes
 - Tenant engagement and consultation
 - Fuel Poverty/carbon reduction/affordability
 - Quality of home and place
 - Housing need and sustaining long term tenancies
 - Reduction of ongoing maintenance and responsive repairs
 - Demonstrating Value for money and effective budgetary control
- Champion the delivery of the Asset Management strategies/policies and support the ongoing delivery of the Kirklees Housing Standard.
- Oversee a team of asset/technical specialists and line management of managers assigned in the structure.

General Duties

- > Oversee programmes of work – ensuring projects are carried out on time and to budget.
- > Monitor closely the performance of the team, via the management information data, to establish data / performance frameworks and measures to ensure efficiency and effectiveness. Manage any underperformance within agreed KHN policies and in consultation with Human Resources.
- > Monitor end to end processes to ensure project are delivered in a timely manner and to budget
- > Monitor asset databases to ensure that the data held on all assets is accurate and up to date to allow strategic plans to be drawn up both accurately and timely.
- > Produce timely performance reports to inform progress against baseline for both live projects and those in the pipeline

- › Monitor and support procurement of suppliers, contractor`s and consultants while managing quality and value for money delivered from each supplier.
- › Oversee customer complaints being investigated and dealt with efficiently and promptly in line with KHN policy & procedures, putting in place solutions and strategies to address gaps or failings in the service.
- › Responsible for carrying out one to ones and appraisals of line managed staff including the identification, implementation and monitoring of personal development outcomes.
- › Manage all operational aspects of relevant business/service area.
- › To be responsible for planning, co-ordinating and redeploying resources and workload appropriately to meet service and business demands.
- › Work collaboratively with other Service Managers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare detailed, clearly written reports on key issues. When required present verbal reports to the Senior Leadership Team and/or Board.
- › To participate in organisation wide service reviews and service planning policy acting as a lead sponsor as required and ensuring reviews are delivered through to conclusion and any arising recommendations are implemented as appropriate.
- › Providing vision and leadership to the team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- › Build a culture to expect change as a part of doing business successfully and actively assists others to adapt and cope.
- › Contribute to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › To provide leadership and direction to the organisation by acting as an ambassador and positive role model through the promotion of KNH purpose, vision, behaviours, achievements and successes.
- › Deputise for the Head of Service as required.

DECISION MAKING

- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › To contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

FINANCIAL MANAGEMENT AND PROCUREMENT

- › Play a key role in the annual budget setting process for your service area and manage budgets and resources in accordance with delegated authority and the organisation's financial procedure rules. Take responsibility for required corrective action when necessary.
- › Take individual responsibility for the overall quality, cost effectiveness and value for money of their business/service area(s).
- › Benchmark the performance of the service and set 'smart' targets which bring about improvement within a Value for Money framework.
- › As part of the Leadership Team support in developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › To ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate. Carry out investigations, interrogate records, assimilate data, prepare reports, coordinate witnesses and provide witness statements as appropriate and attend the Courts as necessary.
- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with KNHs Risk Management Strategy.
- › Effectively manage health and safety issues in your area of responsibility in line with the Health and Safety Policy and associated legislation.
- › Conduct fire safety checks as requested and report any areas of concern in line with KNH's Fire Safety procedures.

- › In relation to safeguarding ensure the team is appropriately trained and follows guidance in relation to the recoding and reporting of concerns in line with the policy.
- › To ensure that all areas of service delivery are up to date in terms of legislative and regulatory changes and adopt best practice in all relevant key functions.

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › To be an active team player and develop strong supportive relationships with all work colleagues.
- › Actively promote and be committed to delivering KNH's, Purpose, Vision, Corporate Values and Behaviours.
- › Ensure a customer focussed approach is adopted in all aspects of the service delivery (internal and external).
- › Ensure that you are fully compliant with and are aware of your obligations in terms of Health & Safety.
- › To assist in the development of and implementation of good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › To follow KNH's policy and procedures in relation to reporting and recording safeguarding's concerns.
- › To comply with the confidentiality and information security policies at all times.
- › To maintain accurate information systems in line with service requirements.
- › Influence, challenge and develop innovative solutions to improve services within the organisation.
- › To actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › To participate in the identification of learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › To fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Head of Service**.

EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

PERSON SPECIFICATION

Post Title: **Service Manager – Asset Manager**

Grade:

RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<u>Education/Qualifications</u>				
Degree in Building Surveying, Construction, Housing Management or equivalent.	E	X		
Professional membership of R.I.C.S/C.I.O.B. or CIH.	E	X		
<u>Experience</u>				
<ul style="list-style-type: none"> • Experience of delivering a multi-faceted asset management strategy with NPV approach to investment and option appraisal 	E	X	X	X
<ul style="list-style-type: none"> › Excellent written and verbal communication with the ability to express effectively and sensitively, in person, via the telephone and in writing, with a range of stakeholders, internal and external 	E	X	X	X
<ul style="list-style-type: none"> › Demonstrate a proven track record of delivering targets and goals within operational plans 	E	X	X	
<ul style="list-style-type: none"> › Skill and ability to work with partner organisation to achieve common goals 	E	X	X	
<ul style="list-style-type: none"> › Established leader with ability to explain vision and positively influence strategic direction 	D	X	X	

<ul style="list-style-type: none"> › Literacy and numeracy to a standard required to maintain accurate records and a good level of computer literacy to interrogate various software packages › Knowledge of Health & Safety, Equality and Diversity, Safeguarding Legislation in relation to the role › Able to work flexibly and be responsive to change in order to improve performance › Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results › Proven experience and ability to understand the importance of budgetary control and proactively manage budgets › Strong commercial awareness with demonstrable experience of budget formulation and management › Familiar with the regulatory framework establishing the Home Standard 	<p style="text-align: center;">E</p>	<p style="text-align: center;">X</p>	<p style="text-align: center;">X</p>	<p style="text-align: center;">X</p>
<p><u>KNH BEHAVIOURS</u></p> <p>Progressive</p> <ul style="list-style-type: none"> › Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working <p>Engaged</p> <ul style="list-style-type: none"> › Demonstrates that they are passionate about their work and what KNH is trying to achieve <p>Respectful</p> <ul style="list-style-type: none"> › Treats people as individuals, courteous, kind, and takes into account cultural sensitivities. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>		

<p>Customer Focused</p> <p>› Able to demonstrate delivery of excellent customer service, within a customer focused environment</p>	E	X		
<p>Honest</p> <p>› Proven track record of being transparent and open</p>	E	X		

<p><u>Other Requirements</u></p> <p>› Ability to travel around the borough</p> <p>› Willingness to undertake training courses relevant to the post</p> <p>› Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)</p>	E	X		
	E	X		
	E	X		

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

Signature of Post Holder:

Date:

