

JOB DESCRIPTION

Job Title:	Property Asset Manager
Service / Department:	Asset Management
Reports To:	Senior Property Asset Manager
Responsible For:	n/a
DBS Check:	Yes

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Property Asset Manager will be responsible for all Asset Management services in the geographical area, managing day to day repairs, maintenance, void and cyclical works program, whilst supporting capital works delivery. Ensuring robust contract management to maintain service delivery by managing performance, quality and customer service. Managing and maintaining budgets and providing evidence of Value for Money. Identifying and prioritising future needs of buildings to provide quality housing to Salvation Army Homes residents.

Main Duties and Responsibilities:

- To deliver an efficient and effective contract management service
- To prepare specifications, estimates and tender documentations for repairs and maintenance works and to manage these contracts to completion
- To be responsible for the procurement of contractors, furnishings and equipment and ensure that appropriate procurement regulations are adhered to
- Manage, monitor and control contractors against contract performance targets, ensuring systems are in place to achieve optimum contractor performance across all of Saha's housing stock
- To be consciously aware of Salvation Army Homes safeguarding and health and safety regulations / policy
- to ensure health and safety is embedded in all aspects of the maintenance service, issues are reported and/ or dealt with to completion in accordance with local and national requirements and that staff, residents and members of the public are safe.
- To contribute towards the management and monitoring Health and Safety of buildings, ensuring all compliance related repairs are completed to the required standard to maintain landlord compliance.
- To identify future works and priorities and contribute to the management and delivery of Saha's planned and cyclical maintenance programme in you region
- To deliver continuous budget management, ensuring value for money, spend is relative to budget and also helping to inform the budget setting process
- Authorise works orders and ensure compliance with Saha's standing orders and financial probity requirements
- Manage day to day repairs including fault diagnosis. Specify works, appoint contractors and manage jobs through to completion
- Pre and post inspections to ensure quality of work

- To contribute to the delivery of KPI's, including complex repair problems and contribute to achieving high resident satisfaction levels
- To investigate and respond to customer complaints, providing evidence of lessons learnt to drive service delivery.
- To conduct Stock Condition Surveys ensuring the asset register is kept up to date to deliver an active asset manage system.
- Provide a surveying and inspection service at all properties owned or managed by Salvation Army Homes
- to facilitate data collection and allow a Salvation Army Homes to develop its comprehensive understanding of its assets
- To provide input and advice to Saha's other departments where it relates to maintenance and repairs including providing written reports to management where required
- To develop and maintain good professional working relationships with internal colleagues and external agencies (including suppliers and contractors) creating close and productive partnerships in order to aid the provision of high quality services and to create a professional image of Salvation Army Homes
- To contribute to the service by participating in the out of hours rota
- To participate in resident events consultation and feedback

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Membership of CIOB, RICS or MABM
- HND or equivalent relevant qualification

Aptitudes and Abilities:

- Demonstrable empathy with the client group
- Great verbal, written and influencing skills
- Confident communicator, able to consult and influence a range of stakeholders through eg liaison, negotiation, discussion, reporting and presenting
- Good business acumen and commercially minded
- Numerate and data rational
- Confident IT skills, eg Microsoft packages and capacity to successfully navigate packages used by Salvation Army Homes
- Prepared to travel to regional locations and on occasion sites around the country
- Able to work outside normal working hours in accordance with the needs of the business, including delivery of Out of Hours repairs service, including occasional attendance at evening and weekend meetings.
- Full driving licence

Experience and Interests:

- Significant experience in diagnosing, specifying, procuring and managing maintenance works
- Evidence of successfully managing contracts and programmes of work
- Evidence of successful budget management and financial awareness
- Experienced in Facilities management and / or Mechanical and Electrical engineering
- Although not essential, a good understanding of the social housing sector

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?