

## Asset Lead

### Assets - Compliance

Overview	
<b>Role Purpose</b>	Keeping our residents safe, and our equipment well maintained is at the core of the department and we work together with our clients in front line teams to achieve the best outcome for the business and for the customer.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>As Asset Lead you will be responsible for the performance of your team in managing the range of contracts and for planning, management and compliance services across NHG.</li> <li>You will be directly responsible for the contract budget and ensuring compliance and servicing contracts are managed effectively, realising cost and efficiency savings wherever possible and delivering excellent services to residents and to internal clients. There will be a requirement to provide assurance of quality of works through a combination of inspections, third party accreditation and desktop assessments.</li> <li>You will ensure the health and safety of our residents and ensure NHG meet their landlord obligations. You will also be expected to make technical decisions regarding out of scope works and replacement programmes and deal with any emergency incidents in line with regulation and NHG policy, which you will help design.</li> <li>You must ensure that your team respond promptly to enquiries and that customer concerns are addressed effectively with contractors and that performance is managed</li> </ul>
<b>Reports to</b>	Head of Assets - Compliance
<b>Line management</b>	Asset Delivery Manager, Team Coordinator
<b>Date</b>	January 2020

Role relationships	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Manage relationships with colleagues across NHG, who are involved in, or impacted by assets service delivery.</li> <li>Manage relationships with senior managers, up to executive director level, in relation to these services.</li> </ul>

	<ul style="list-style-type: none"> <li>Especially Housing, Finance, Planning other internal delivery methods ie. DLO, Repairs and Building Safety team.</li> </ul>
External	<ul style="list-style-type: none"> <li>Manage external parties/contractors involved in the delivery of Asset Management delivery and contracts.</li> </ul>

Role Accountabilities	
1.	Act as internal expert within the field of specialism (see Specific tasks) in order to ensure compliance with regulatory, industry and client requirements and ensure that satisfaction with your service is kept high and targets are met
2.	To professionally represent NHG with Regulatory bodies and industry safety teams as the Senior Manager for compliance within your specialist area/s
3.	Be the 'responsible person'/'duty holder' for effective management of risk to the health and safety of customers in our homes
4.	Work closely with the planning and operations teams to establish programme of replacement works and incorporate strategic sustainability decisions within operational programme plans
5.	Provide weekly updates on compliance for all business areas and contribute to all monthly, quarterly and annual health & safety reporting including reporting to EB and drafting Business Plans and one-off Papers
6.	Monitor maintenance, compliance and servicing regimes and act as technical sign-off for new developments, as an internal 'soft landings' service.
7.	Visit site as required to identify and rectify issues both proactively and in emergency situations
8.	Establish, maintain and regularly review policy, procedures and processes to deliver cost effective services and address key areas of risk, be responsible for drafting and developing effective, fit for purpose compliance Policy with the with the Head of Compliance/Head of H&S
9.	Lead on implementation of new processes regarding any new legislation in respect of our landlord obligations
10.	Maintain detailed records of works or inspections carried out using NHG's IT systems or written records as appropriate.
11.	Responsible for an annual combined budget in the region of £9 - 12M; seeking to achieve value for money throughout the life of each contract under management
12.	Monitor cash flow and ensure payments are made according to the terms of the contract and following NHG financial regulations
13.	Lead the procurement and commercial evaluation of contracts. Provide feedback on the contract specification, making and implementing recommendations to improve NHGs contract specifications
14.	Ensure that our contractors have the appropriate third party accreditation for their service specialism and that Consultants are performing effective Quality

<b>Role Accountabilities</b>	
	Control and ensure contracts are fully compliant with all relevant statutory, regulatory and corporate requirements
15.	Assure the delivery of programmes, projects or instruct work to be carried out in accordance with required standards and within agreed costs and timescales
16.	Manage and challenge the contractors' performance to ensure high quality services are delivered and that the contract continuously improves experience of our residents
17.	Chair relevant CORE groups and ensure you Asset Delivery Managers are managing localised contracts effectively
18.	Review quality assurance inspection reports to ensure that works have been undertaken to the required standard and in accordance with the contract specification
19.	Provide OOH and on call cover when requested outside of working hours
20.	Ensure that all responsive repairs are carried out promptly to a high standard and that contractors are accountable.
21.	Have oversight and co-ordinate with technical professionals to make commercial decisions about out of scope works, based upon contractor / consultant reports and present findings to Board.
22.	Deal with all enquiries and complaints in accordance with the timescales and procedures for such issues. Identify any changes and other improvements to reduce the likelihood of a repeat with a view to continuous improvement of the Compliance Service
23.	Consider and propose innovative, fit for purpose improvements to systems, procedures and the service generally using your technical knowledge and feedback from internal clients
24.	Provide visible leadership to your team, celebrating success and tackling areas for improvement as required. Ensure all team members work within the values, policies and procedures of NHG
25.	Ensure staff performance is formally reviewed in accordance with NHG policy and that regular one to ones are held with your staff
26.	Deal with large equipment failure and liaise with internal clients to rectify out of hours emergency incidents.
27.	Update the Action Plan, Risk Map, Business Plan and other corporate documents as and contribute to strategic asset management and the R&A Business Plan
28.	Deputise for the Head of Compliance as required.
29.	Liaise with the Head of Design, Technical and Sustainability to agree standardised; fit for purpose components across new build schemes and contribute to NHGs Employers Requirements
30.	Manage and Deliver Projects to ensure that all compliance streams have a digital offer and contractors develop appropriate IT solutions to match this

Role Accountabilities	
31.	Responsible for designing and implementing new policy and process with internal clients to ensure that all business needs are met
32.	Lead on your workstream in the difficult buildings group and project manage large scale defect claims ensuring appropriate evidence is provided to ensure success
33.	Regularly quality check and audit the work of your team, Consultants and Contractors to ensure that data integrity is maintained and that their reporting is accurate
General	
34.	This list of tasks and responsibilities is not exhaustive, the postholder may undertake other duties as required.

### How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> <li>Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>Commercial awareness / VFM in everything people do.</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> </ul>
Management	<ul style="list-style-type: none"> <li>Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>Technical knowledge of specialist area and an ability to check specification, design drawings and cost works in order to validate and assure new installations.</li> <li>Substantial knowledge and experience of contract administration</li> </ul>

Skills	<p>e.g. JCT / NEC / TPC and running multiple projects at once</p> <ul style="list-style-type: none"> <li>• Proven stakeholder management up to Board level and supplier management experience with a good track record of continuous improvement</li> <li>• Experience of building and maintaining relationships with contractors, stakeholders and customers to continually improve services</li> <li>• Ability to manage a full OJEU public sector procurement process</li> </ul>
Qualifications and/or professional membership	Educated to relevant degree level or equivalent experience

Role requirements	
DBS	<ul style="list-style-type: none"> <li>• Basic Disclosure.</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>• Data Owner.</li> </ul>