

December 2024

Appointment of Senior Asset Officer



Dear Applicant

We are delighted that you are interested in applying for this key role within our Asset Team at Osprey Housing.

One of our four strategic ambitions is to be a 'Great Place to Work'. We have an excellent team delivering high performance and quality services to our tenants. We are an organisation that delivers all aspects of the business with our core values in mind, prioritising a person centric approach - as both a landlord and an employer.

We have travelled a long way since our establishment in 1999 and we now have approximately 1800 homes in ownership. We have an investment programme and growth strategy to continue to improve our existing homes alongside delivering more new homes. This role plays an important part in working toward achieving our ambitions.

We recognise that affordability and value for money is key for our tenants and have, over recent years, worked hard at managing our resources to limit rent increases effectively and successfully. We prioritise tenancy support and sustainment, this is encompassed across all our teams with a tenant first approach.

Housing demand continues to be high in the north-east and Osprey are committed to providing more homes as part of our growth strategy – creating new homes that are in the right place, for the right price and to the right standard. Our development programme is focused on creating sustainable communities - delivering homes that tenants can be proud of, that are fit for the future and align with our current stock portfolio.

We are committed to our strategic direction with our clear vision, ambitions and core values set out in our Strategic Business Plan a copy of which is available on our website <https://www.ospreyhousing.org.uk>. The Plan, which was developed with the full engagement of our team including the Board, staff team and OTRA, is both forward thinking and ambitious.

I look forward to meeting you, should you be successful in your application.



A handwritten signature in black ink, appearing to read "Stacy Angus".

Stacy Angus
Chief Executive

Making a difference every day



INVESTORS
IN PEOPLE™





Job Description

Job Title:	Senior Asset Officer
Department:	Asset
Location:	Westhill (HQ) / Hybrid
Reports to:	Director of Assets

Role Purpose

Write a short description of the role below:

To support the Director of Assets (DoA) in the delivery of Osprey's Asset Management Strategy. This to deliver an effective, efficient and compliant response repairs service, cyclical and planned works programmes and capital work programmes with quality and value-for-money a key success metric.

The Senior Asset Officer (SAO) will work proactively with the DoA to ensure Osprey's regulatory and legislative compliance across both its asset management and development activities.

Areas of Responsibility

Financial:	A limit of £7,500 for an individual works order.
Direct Reports:	Not applicable.
Resources:	Not applicable.
Operating Environment:	Office based with time in the field supporting colleagues, managing contractors and visiting tenants. Periods of lone working.

Accountabilities

1.	Support the DoA with all matters associated with tenant safety and compliance (gas and electrical safety, asbestos, legionella, fire etc.).
2.	Coordinate and oversee the day-to-day management of the response repairs service, including performance managing the appointed contractors to ensure delivery of quality, efficiency and value-for-money.
3.	Working closely with the DoA, the SAO will be a key contributor to the asset property investment programme. This primarily relates to the capital works



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	programmes (kitchen, bathroom and window/door replacements), but also the organisational requirement to meet the relevant net-zero carbon targets across Osprey's stock portfolio.
4.	Lead on the management of stock condition surveys, including the analysis of returned data, and will make recommendations on arising priorities for the ongoing property investment programme.
5.	Provide a proactive approach to performance and service improvement including digital developments.
6.	Manage and control the void property process in accordance with the Osprey void policy. This is to ensure that void periods are kept to a minimum, taking into account performance targets and directly liaising with contractors to achieve this.
7.	Support the DoA with the operational, day-to-day management of the wider Asset team, including reviewing works and approving relevant documents or communications.
8.	Monitor the estate management programme and will work collaboratively with the Housing Management team to ensure that Osprey is achieving its performance and quality standards in relation to services provided to individual schemes and properties.
9.	Support DoA with and input into Committee and Board reporting on budget, service delivery and contractor performance.
10.	Assist the DoA with the review of existing policies and procedures and influence the development of new processes and policies to improve service delivery to tenants.
11.	Lead on the handling of service complaints, ensuring that Osprey continue to learn and improve.
12.	Support the DoA in the management of rechargeable repairs and the review of any relevant appeals.
13.	Will actively follow and research changes in legislation, championing best practice in the sector. Attends conferences and meetings with tenant associations / partners, making decisions to better the service that Osprey delivers to its tenants.

Professional and Behavioural Skills, Educational Requirements

Professional Skills

Professional skills are experiences within certain fields of work eg technical expertise required for the role; demonstrate the level of problem solving and know how required

Essential:

- Construction, buildings or maintenance experience or relevant transferable experience.
- Good technical knowledge.



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	<ul style="list-style-type: none"> • A valid driving licence. • Experience of undertaking technical and quality inspections. • Proven ability to liaise with and manage/monitor contractors. • A knowledge of the relevant Health and Safety/compliance requirements of response and capital repair/construction works. • A good working knowledge of Microsoft Windows applications. • Experience of effective risk identification and risk management (including safety implications for colleagues and tenants). • Knowledge of the RSL sector. • Experience of dealing with contracts. • Awareness of policy and regulatory frameworks applicable to asset management in the affordable housing environment. • Experience of repairs/maintenance-based software.
Desirable:	<ul style="list-style-type: none"> • Experience of property component investment planning. • Experience of carrying out fire risk assessments. • Experience in managing budgets. • Knowledge and understanding of current developments in building technology. • Ability to carry-out stock condition and/or energy efficiency improvement surveys.
Behavioural Skills	
Behaviour skills are how the job holder is required to successfully interact with others internally and externally to achieve business goals e.g. initiative, results orientated, teamwork, leadership	
Essential:	<ul style="list-style-type: none"> • Deliver services in-line with Osprey's organisational core values. • Strong customer focus. • A confident team player. • Good communication skills, including written, verbal and interpersonal. • The ability to deal with people at all levels. • Strong personal organisation skills including ability to manage a diverse and demanding workload within a constantly changing environment. • Ability to work under pressure, prioritise workload and meet performance targets. • Demonstrates the willingness to take ownership of problems to ensure resolution. • Proven ability to use own initiative to make appropriate decisions. • Committed to overall excellence and particularly provision of excellent service at best value. • Highly motivated, enthusiastic and dedicated.



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	<ul style="list-style-type: none"> High standards of integrity, fairness, professionalism and the ability to build trust and respect throughout the organisation.
Desirable:	<ul style="list-style-type: none"> Adaptable and able to work flexibly including from time-to-time evenings and weekends (as required).
Education Requirements	
Essential:	<ul style="list-style-type: none"> A track record of continuous personal/professional development.
Desirable:	<ul style="list-style-type: none"> Relevant construction, buildings or maintenance certification. Membership of a relevant professional/trade body.

Signatures		Date
Postholder		
Manager		



OSPREY HOUSING STAFF STRUCTURE – November 2024

