

February 2024

Appointment of Asset Management Officer



Dear Applicant,

We are delighted that you are interested in applying for this key role within our Asset Management 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. We have significantly invested in the sustainability of our stock portfolio over recent years with both a refreshed Asset Management Strategy and Environmental Sustainability Strategy in place. 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 aligning 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.



Stacy Angus
Chief Executive

Making a difference every day





Job Description

| | |
|--------------------|---------------------------------------|
| Job Title: | Asset Management Officer |
| Department: | Asset |
| Location: | Westhill or Elgin |
| Reports to: | Director of Assets and Sustainability |

Role Purpose

- Implement Osprey's Asset Management Strategy to deliver an effective, efficient and legally compliant response repairs service, cyclical and planned works programmes and capital work programmes.
- Ensure Osprey's regulatory and legislative compliance across its asset management and development activities.
- Ensure that Osprey delivers the standards and outcomes defined in the Scottish Social Housing Charter in terms of the quality and value for money of the services they receive and the standard of their homes.

Areas of Responsibility

| | |
|-------------------------------|---|
| Financial: | A limit of £5,000 for an individual repair |
| Direct Reports: | Not applicable |
| Resources: | Responsibility for ~450 properties |
| Operating Environment: | Field and office based with an approximate 3:2 split. Dealing with tenants daily and with contractors regularly |

Accountabilities

| | |
|----|---|
| 1. | Maintain and deliver a high quality asset management function that aligns with the vision, values and culture of the organisation. |
| 2. | Instigate, manage and monitor a response repairs service to meet the needs of our tenants and the standards defined by our Committees and the Scottish Government. |
| 3. | Assist in the instigation of, manage, monitor, and report upon cyclical and planned works to ensure the safety of our tenants and ensure properties remain in good condition. |
| 4. | Assist in the instigation of, manage, monitor, and report upon large-scale capital replacement works to ensure our property assets maintain their value. |
| 5. | Carry out property condition surveys and assess properties on an ongoing basis to ensure they achieve standards defined by Osprey and the Housing Regulator. |



Job Description

| | |
|-----|---|
| 6. | Provide recommendations for inclusion in the above works and assist in the specification of the above works. |
| 7. | Communicate with tenants answering their property related queries, ensuring they understand their obligations, and what works and standards they can expect from our contractors. |
| 8. | Manage contractors to ensure they carry out defined works in an effective way that ensures the safety of our tenants. |
| 9. | Ensure that Osprey meets its legal and regulatory requirements in relation to asset management. |
| 10. | Assist in the evaluation of the energy efficiency of properties. |
| 11. | Carry out inspections of Osprey's open spaces and play areas to ensure they are maintained in a safe and effective way. |
| 12. | Ensure all technical aspects of void control are undertaken in accordance with the Asset Management Strategy and in accordance with requisite timescales. |
| 13. | Undertake fire risk assessments of common areas, record outcomes, and instruct resultant works. |
| 14. | Ensure the effective delivery of the wider asset management service including medical adaptations, HMO licensing and factoring service. |
| 15. | Authorise expenditure for all types of repair; replacement, maintenance and upgrading within agreed limits and in accordance with agreed procedures. |
| 16. | Ensure that Osprey's Health and Safety policies and practices are upheld at all times. |

Professional and Behavioural Skills, Educational Requirements

Professional Skills

| | |
|------------|--|
| Essential: | <ul style="list-style-type: none"> • Good technical knowledge. • Experience of undertaking technical and quality inspections (clerk of works or similar). • 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 Health & Safety implications). |
| Desirable: | <ul style="list-style-type: none"> • Knowledge of the RSL sector. • Experience of dealing with contracts. • Experience of carrying out fire risk assessments. • Awareness of policy and regulatory frameworks applicable to asset management in the affordable housing environment. • Ability to carry out energy efficiency surveys. • Experience in managing budgets. • Knowledge and understanding of current developments in building technology. |



Job Description

| | |
|--|--|
| | <ul style="list-style-type: none"> • Experience of repairs/maintenance based software. • Experience of property element Life Cycle Cost planning. |
| 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"> • A confident team player. • Good communication skills, including written, verbal and interpersonal. • 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. • High standards of integrity, fairness, professionalism and the ability to build trust and respect throughout the organisation. • A valid driving license. |
| Desirable: | <ul style="list-style-type: none"> • The ability to deal with people at all levels. • Adaptable and able to work flexibly including from time-to-time evenings and weekends (as required). • Strong customer focus. |
| Education Requirements | |
| Essential: | <ul style="list-style-type: none"> • Relevant construction, buildings or maintenance experience or relevant transferable experience. |
| Desirable: | <ul style="list-style-type: none"> • Relevant construction, buildings or maintenance qualification/apprenticeship. • A track record of continuous personal/professional development. • Membership of a relevant trade body. |

| Signatures | | Date |
|-------------|--|------|
| Post holder | | |
| Manager | | |

