Job Description

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

Role Purpose
To implement Osprey's Asset Management Strategy 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. To ensure Osprey's regulatory and legislative compliance across both its asset management and development activities.

Areas of Responsibility	
Financial:	A limit of £10,000 for an individual works order
Direct Reports:	Not applicable
Resources:	Responsibility for ~400 properties
Operating Environment:	Field and office based with an approximate 3:2 split. Dealing with tenants and contractors regularly. Periods of lone working.

Accountabilities	
1.	Maintain and deliver a high-quality asset management function that aligns with the vision, values and culture of the organisation.
2.	Manage and monitor the response repairs service to meet the needs of our tenants and the standards defined by our Committees and the Housing Regulator.
3.	Assist in the management and reporting of cyclical and planned works to ensure the safety of our tenants and ensure properties remain in good condition.

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4.	Assist in the management and reporting of large-scale capital replacement works to ensure our property assets maintain their value.
5.	Carry out property/stock condition surveys and assess properties on an ongoing basis to ensure they achieve the standards defined by Osprey and the Scottish Housing Regulator.
6.	Communicate with tenants answering their property related queries, ensuring they understand their obligations, and what works and standards they can expect from our contractors.
7.	Manage contractors to ensure they carry out defined works in an effective way that ensures the quality of works and safety of our tenants.
8.	Ensure that Osprey meets it legal and regulatory requirements in relation to asset management.
9.	Assist in the evaluation of the energy efficiency of properties.
10.	Carry out inspections of Osprey's open spaces and play areas to ensure they are maintained in a safe and effective way.
11.	Ensure all technical aspects of void works are undertaken in accordance with the Asset Management Strategy and in accordance with required timescales.
12.	Monitor the outcomes of fire risk assessments of common areas, record outcomes, and instruct resultant works.
13.	Ensure the effective delivery of the wider asset management service including medical adaptations, HMO licensing and estate wide factoring.
14.	Authorise expenditure for all types of repairs; replacement, maintenance and upgrading within agreed limits and in accordance with agreed procedures.
15.	Ensure that Osprey's Health and Safety policies and practices are upheld at all times.

Professional and Behavioural Skills, Educational Requirements	
Professional Skills	
Essential:	• Construction, buildings or maintenance experience or relevant transferable experience. • Good technical knowledge. • A valid driving licence. • Experience of undertaking technical and quality inspections. • Proven ability to liaise with and manage/monitor contractors.

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	• Knowledge of relevant Health and Safety/compliance requirements of response and capital repair/construction works. • Good working knowledge of Microsoft Windows applications. • Experience of effective risk identification and risk management (including safety implications for colleagues and tenants).
Desirable:	• Knowledge of the RSL sector. • Experience of repairs/maintenance-based software. • Experience of dealing with contracts. • Awareness of policy and regulatory frameworks applicable to asset management in the affordable housing environment. • Experience in managing budgets. • Experience of carrying out fire risk assessments. • Ability to carry-out stock condition and/or energy efficiency improvement surveys. • Knowledge and understanding of current developments in building technology. • Experience of property component investment 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:	• Deliver services in-line with Osprey's organisational core values. • 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.
Desirable:	• The ability to deal with people at all levels.

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	• Adaptable and able to work flexibly including from time-to-time evenings and weekends (as required). • Strong customer focus.
Education Requirements	
Essential:	
Desirable:	• Relevant construction, buildings or maintenance certification. • A track record of continuous personal/professional development. • Membership of a relevant professional/trade body.

Signatures		**Date**
Post holder		
Manager		