



Job Description

Job title	Business Support and Asset Data Manager	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	SK16 (£42,930 per annum)
Location	Council Offices/Works Depot/ Home Working	Contract	Permanent

Main Job Purpose

Responsible for the repairs customer contact centre, including the logging of repairs and scheduling of jobs on our IT systems.

To be responsible for maintaining an effective and up to date asset management database, including creating short and long-term planned and cyclical programmes for annual budget setting and business planning.

Responsible for providing business support to the Technical Services team including the raising of orders, processing invoices, monitoring and reporting on data in systems for performance monitoring and identifying areas for improvement.

Main Statement of Responsibilities

- Ensure that repairs are logged and scheduled in accordance with policies and procedures and excellent customer service is prioritized.
- Ensure processes are in place for the Customer Contact Team to receive and respond to all Technical Service enquiries in accordance with service levels, ensuring an excellent service is provided to residents.
- Ensure repairs systems are updated to provide accurate jobs status and performance reports.
- Create processes to update the Councils asset management database using stock condition surveys, contractor data, completion data from repairs, voids, compliance and planned works completions.
- Ensure that data is audited to ensure accuracy and inconsistencies are addressed in a timely way.
- Make recommendations on proposed work to extend life cycles and promote efficiencies.
- Produce short - and long-term investment plans and agree annual budgets and business plans working closely with the finance team.
- To develop programmes of work to meet environmental and sustainability targets, working closely with the Councils Sustainability team to secure grant funding for future delivery.
- Ensure a process of reconciliation is in place to ensure that our asset management database is update as stock numbers change.
- Develop a deliver a 5 year rolling programme of stock condition surveys, EPCs and HHSRS surveys to inform investment planning ensuring that compliance with statutory regulation is prioritized.
- Ensure that risks identified in HHSRS surveys are recorded, monitored and implemented within timescales.
- Take the lead on budget setting across the team supporting repairs, planned and investment workstreams, ensuring that peaks and troughs in investment are smoothed to support practical delivery, affordability and procurement activity.



- Work with the finance team to ensure cost data is up to date and can be used for financial modelling.
- Ensure robust financial processes are in place for order raising, contractor applications and invoice checking and ensuring that payments are made in a timely manner.
- Ensure finance systems are updated in a timely manner and provide support to budget holders to ensure effective cost and resource management.
- Develop and model to scrutinize the performance of our assets taking into account financial and on financial measures.
- Take ownership of responding estate related enquiries regarding ownership, sales and boundaries, coordinating resources across the team to provide information.
- Develop a long-term strategy for our assets working with colleagues to assess long-term sustainability of assets and identify suitable interventions, including carrying out options appraisals.
- Collate and report performance data to monitor the service against agreed policies and procedures, providing commentary as required and addressing areas of non-performance.
- Oversee the reporting of performance information from systems and assist with the Councils statutory performance reporting.
- Oversee the coordination of all tenant satisfaction surveys across the team.
- To ensure all external contractors are managed effectively.
- Oversee the coordination of complaint responses, freedom of information requests across the team operating as a critical friend to improve service.
- Coordinate the disrepair process and ensure the work is completed in accordance with deadlines.
- Implement and develop IT systems and processes required for effective delivery and improvement of the service.
- Ensure that procurement activity complies with the council's financial regulations, codes of practice and procurement legislation.
- Implement and monitor policies and procedures relevant to the service and provide training to staff.
- Manage and motivate your team including carrying out regular 121's, annual appraisals, holding regular team meetings, giving positive feedback to team and individuals, setting and achieving performance targets and addressing employee non-performance in accordance with policies and procedures if required.
- Authorising annual leave and holding sickness reviews.
- Contribute to the council's corporate goals and all relevant strategic goals and objectives.
- Promote a customer focused service across the team to create a culture of accountability and ownership.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.

This role is not politically restricted.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:



Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Broad knowledge of housing and construction processes including construction methods.
- Knowledge of housing legislation and understanding on repairs process and procedures.



- Good communication and negotiation skills.
- Good knowledge of health and safety and risk management.
- Excellent skills over a variety of platforms and ability to analyse data and prepare reports using data and related information.
- Good understanding of the regulatory requirements, Awaabs Law, HHSRS and housing disrepair.

Desirable.

- Knowledge of asset and data management systems.
- Knowledge of identifying and appraising schemes to establish most viable and suitable option.
- Construction contract management.
- Budget Management.
- Knowledge of procurement procedures and governance processes.
- Experience of managing people.

Relevant Qualifications

Essential

- CIH level 3, HND/C or degree in a building or housing field or equivalent through experience.
- Full driving licence.

Communication and Interpersonal Skills

Essential

- Willingness to undertake further training.
- Ability to work as part of a team.
- Awareness of equality issues.
- Effective customer care skills.
- Show flexibility in terms of hours and range of duties.