JOB DESCRIPTION

Effective Date: July 2026	**Location: Maidstone House**
Job Title: Asset Management Officer	**Grade: 8**
Responsible to: Housing Asset Manager	**No. of Staff Responsible For: 0**

PURPOSE OF JOB

To provide a comprehensive asset management service for MBC's growing housing portfolio.

Delivery of planned works, maintenance and repairs, gardening services, gas contract etc. Including Contractor engagement, oversight management and delivery of all housing property services.

Deliver health & safety compliance in line with sector requirements, statute and regulation.

Control data inputting and data management to inform investment and manage delivery including the regular and accurate production of key performance information.

Develop procedures and systems, provide service delivery training and support to colleagues across the team.

MAIN ACCOUNTABILITIES

- To manage contractors providing housing maintenance and repairs using performance and data analysis to support continuous improvement; identify opportunities, define problems, and provide quality assurance.
- Manage and deliver against the 30 year asset management programme.
- Develop and maintain the teams Asset Management policies, procedures and data management processes to fulfil statutory and regulatory responsibilities and obligations under the relevant Building Safety and Housing legislation, including the Consumer Standards 2024.
- Be responsible for ensuring compliance with the Safety and Quality Standard on behalf of the Housing Portfolio Team.
- Provide accurate and timely asset management data to provide reporting and assurance of MBC's compliance with health and safety regulation and legislation; Decent Homes Standard; and delivery of asset management services to homes and customers.
- Work proactively with the Housing team to ensure effective transfer of data between systems: Huume and Dynamics
- Develop data to present an accurate and timely programme of reporting to inform improvement of performance, compliance and opportunities for improvement and fulfil regulatory requirements including the Consumer Standards and the Rent Standard.
- Work with the Housing Portfolio team to improve data ownership and data quality to maintain accurate and timely reporting and analysis.
- Decide on the best means of delivering information, presenting complex analyses clearly and coherently to users of information who are often from non-statistical backgrounds.
- Maintain excellent working relationships with key stakeholders, including; contractors, surveyors, systems providers.
- Work with the team to design and implement improvements in operational asset management systems, that support delivery of the housing team operating model, improving data, removing waste and duplication, and providing a single view of customers and assets.
- Support the submission of any reporting returns required to government and regulatory agencies.
- Develop relationships with partners to understand shared information and data challenges.
- Deliver work within deadlines, communicate updates to stakeholders and work in a flexible way, often on more than one project at a time.
- Review, validate and code contractor invoices in line with Dynamics to ensure accurate financial reporting.
- Support with system and module upgrades.
- Lead on the system onboarding of new MBC owned properties at handover stage to ensure accurate data input of compliance information, and maintained thereafter.
- Carry out any other duties commensurate of the post, including supporting the Asset Manager in their absence.
- Commitment to the Council's Strategic Plan
- To undertake any training and development as required
- To comply fully with the Council's Equal Opportunity Policy
- To comply fully with the Council's Health and Safety at Work Policy
- To assist as required in the Council's Emergency Plan
- To comply fully with the Council's IT Security Policy
- To undertake other duties commensurate with the grade of the post

PERSON SPECIFICATION

Asset Management Officer

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	Educated to degree level or demonstrable qualifications and work experience in Housing and/or Asset Management.	Essential	Application
	Excellent knowledge of analytical and numerical analysis. High level of proficiency in asset management systems, MS Excel & dynamics, Power BI.	Essential	Application / Interview
	Building / surveying qualification / knowledge and experience.	Essential	Interview
	Good overall knowledge of the social housing sector regulation and the legislation requirement for Local Authorities in the provision of housing asset management and building compliance.	Essential	Application / Interview
	Excellent communication skills with proven ability of building and maintaining strong and effective relationships with key stakeholders.	Essential	Application / Interview
Experience	Experience of using business analysis skills to challenge systems and processes to improve quality and performance.	Essential	Application/ Interview
	Experience of data cleansing/matching, data manipulation and analysis and presentation	Essential	Application/ Interview
	High levels of accuracy and attention to detail with the appreciation for the need for clear organisation of data.	Essential	Application/ Interview
	Good understanding of the data and reporting requirements of the asset management and housing regulatory environment.	Essential	Interview/ Test
	Excellent interpersonal skills, self-motivated and conscientious.	Essential	Application/ Interview
	Ongoing development of insight, research, monitoring and evaluation techniques.	Essential	Interview

	Ability to summarise information and present it in appropriate formats for a range of audiences. Ability to prioritise and plan own workload.	Essential Essential	Interview/ Test Application/ Interview

COMPETENCY PROFILE

Work Together	• Proactively contributes to ensure that the wider service objectives are achieved. • Ability to work as part of a team and motivate colleagues to achieve team objectives. • Excellent communication and interpersonal skills. • Share knowledge and experience to grow the wider team.
Respect Everyone	• Build positive relationships and ensure credibility. • Ability to challenge effectively. • Conscientious individual.
Develop and Grow	• Take ownership of actions and ensures timely delivery. • Ability to plan and prioritise work in order to meet deadlines and objectives. • Identify solutions not problems. • Be open to new ideas and concepts
Make a Difference	• Demonstrates objectivity for benefit of internal and external customers. • Right first-time approach. • Implement ideas which will improve the customer experience, internal and external.
Care	• Awareness and commitment to promoting equal opportunities. • Consider equalities in all work undertaken. • Assertive and proactive with commitment to high standards of service delivery.