

JOB DESCRIPTION AND PERSON SPECIFICATION

Role:	Head of Assets
Responsible to:	Director of Housing and Communities
Responsible for:	Managers x 3 covering Asset Management, planned works and WHQS, Health and Safety and landlord compliance and reactive repairs and voids
Salary:	£52,982.00pa

Who is Cynon Taf Community Housing Group

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

We currently provide 2000 homes for rent, including four housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

A recent addition to the Group is Down to Zero, a subsidiary focusing on mitigating climate impact, tracking the Group's carbon footprint and offering training, volunteering and direct benefits back to our Contract Holders and wider community.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

Main Purpose of the Role

The Head of Assets is responsible for the strategic and operational oversight of all aspects of the asset management service; including landlord health and safety and compliance, WHQS, planned programmes and major works, proactive stock condition programmes, day to day repairs, including out of hours provision, management of empty homes, delivery of cyclical maintenance programmes and Cynon Taf CHG's environmental and decarbonisation agenda.

The focus of the role is to lead, inspire and develop a large and multifaceted team through individual support sessions, team meetings and performance frameworks that enable them to deliver confidently and competently excellent, customer focussed services to tenants. You will be

an ambassador and represent the organisation's interests in your service area externally, learning from others and engaging in a good practice and problem-solving mindset.

You will be responsible for developing a clear and achievable Asset Management Strategy and associated policies and plans and setting the priorities for the service through annual plans. You will manage large budgets and delivery programmes in changing external operating environments, ensuring the accuracy of data, and creating a culture of accountability, excellence, and growth.

You will support a safety-first culture and associated practice that ensures that all staff, tenants, and contractors are always safe and that we work in line with current legislation and good practice. This role will work closely with the Head of Housing and the Director of Housing and Communities to continue to drive a positive and can-do culture, where decisions are made on evidence, to ensure that our tenants and communities receive the best service possible.

This will include accurate budget setting and forecasting, as well as supporting a team of managers to do the same. You will create a culture where managers are empowered, confident and committed to continuous improvement and to be innovative with finite resources in key areas such as delivery of the new Asset Management Strategy, day to day repairs and voids, as well as supporting the leveraging in of additional grant funding for decarbonisation of our housing stock.

As a Head of Service, you will be responsible for reporting information up to the Director and SMT on a range of operational, risk related and compliance activity through both reporting structures as well as from feedback within their service areas. You will actively contribute fully to risk management, budget setting and the strategic direction of the organisation through the Corporate Plan and service planning.

Key Measures of Performance

- To lead the Assets, Maintenance and Health and Safety functions in line with our values, and in a way that people feel coached, supported, and empowered to undertake their role with the technical, managerial and personal skills required.
- To continually review and develop the Asset Management Strategy, ensuring that it dovetails with other associated policies and regulated areas such as landlord compliance and retrofitting/decarbonisation.
- To develop an annual service plan that supports whole team activity and priorities based on legislation, risks, resources, and tenant feedback
- Manage and further develop the operational performance framework covering the full range of assets, property and compliance information with team managers, the Director and governance officers to ensure that both SMT and Board are fully up to date with trends, spend, activity and risk.
- To manage the departmental budget, ensuring that spending areas are on track and in line with requirements, reporting back on management accounts to highlight areas of over and

underspend and working with managers to redirect budgets if required to maximise outcomes for tenants

- To lead on budget setting for the year with the Director and other Heads of Service within the operational management team
- To lead the organisation's WHQS investment and delivery and reporting and dovetail it with the retrofit programme to ensure our tenant's homes are safe, warm and efficient.
- To oversee the increasing investment in new and emerging technologies and existing options for retrofitting traditional housing stock, and maximising the opportunity for external funding, in house skills development, tenant experience and reduction in carbon.
- To lead on accurate and up to date information capture across the whole of the stock to plan effectively both operationally and financially for existing, and new standards and opportunities
- To oversee planned and cyclical works across the stock, including estate based and communal services ensuring that tenant's views are taken into account
- To oversee a timely, cost effective and proportionate empty homes service, ensuring that value for money and excellent standards are achieved in a challenging operating environment, whilst communicating effectively with colleagues within the housing team on progress
- To oversee the day-to-day repairs service, including the out of hours function, ensuring that staff are maximised, tenant satisfaction is high, and working with the Customer Service Manager to ensure that complaints are minimised, and lessons learned.
- To lead on corporate health and safety and landlord compliance reporting, supporting the Health and Safety manager to co-ordinate and analyse information that can effectively be used to provide assurance, continuous improvement and lessons learned.
- Ensure a health and safety culture is embedded throughout the service, positively advocating and acting as a role model for all Health & Safety policies, processes and procedures across the entire organisation.
- To review and support managers to seek value for money in all procurement related activity relating to the property portfolio and to advise on the creation and management of all construction/component and compliance related contracts within the team
- To oversee and audit the contract and onboarding processes within the team, making recommendations to SMT where new procurement activity is being progressed.
- Being an active member of the Operational Management Team responsible for collaborating on corporate projects, work plans and shared risk

Key Capabilities

- Excellent performance management skills
- Customer service expertise and focus
- Technical knowledge of service area and wider housing environment
- Always curious
- Excellent collaborator and communicator
- Strong report writing skills

- Strong budget management skills, including forecasting and making best use of limited resources
- Excellent time manager
- Solutions focussed mindset
- Team player
- Independent thinker
- Plans and priorities own, and teams work activities
- Strategic understanding of how the area of work fits to the wider corporate aims of the organisation

Technical abilities

- Relevant professional qualification in Construction e.g. HNC/HND, BSc degree or equivalent or comparable through experience in work related to the role.
- Experience of managing property related services, preferably in a regulated environment.
- Experience of delivering planned or WHQS programmes of work within budget.
- Proven track record leading and managing a multifunctional team of staff and creating an environment that supports continuous improvement and accountability.
- Knowledge and experience of procuring materials, work, services and equipment and effectively managing contract procurement to include quality assurance and value for money.
- Experience of developing and effectively managing relationships with external agencies and organisations, including contractors.
- Proven track record of effectively managing contracts, budgets and resources, ensuring services are effective and provide value for money.
- Deep understanding of good practice, legislation and other requirements relating to social housing and property services/compliance.
- Commitment to outstanding customer service and proactively working with tenants to improve service delivery.
- Experience and Knowledge of decarbonisation and ORP within the Welsh Housing sector.
- Evidenced experience of Health and Safety legislation and operational working practices relating to construction and maintenance works.
- Strong knowledge of building construction, maintenance and associated technical information.
- Working knowledge of retrofit assessments, EPCs and asset databases.
- Contract and procurement knowledge including JCT, schedules of rates, specification writing and building elemental costing.
- Knowledge and understanding of the legal responsibilities and rights of landlords and tenants and the duties of statutory and other agencies under health and safety and tenancy law.
- Understanding of what tenant communication should look like in relation to maintenance services, including formal consultations relating to service chargeable activity.

- Ability to analyse complex information and construct written reports in a logical and concise manner.
- Confident at building effective relationships with a wide range of individuals and organisations.
- Ability to develop, operate, monitor, and maintain systems including IT for effective management information.
- Possess a valid full driving licence for a car and have the use of a car each working day.

Desirable

It would also be beneficial for the post holder to have:

- A professional qualification in the field of construction or maintenance RICS, CIOB or equivalent.
- A Health and Safety qualification i.e. NEBOS, IOSH management or equivalent.
- An understanding of Building Regulations and Welsh Housing Quality Standards.
- PAS 2035 Retrofit Assessor.
- An understanding of business processes and the role the Boards play in the decision-making process.
- The ability to speak and write Welsh.

Annex 1

Our Vision

We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well.

Our Purpose

We're here to provide great homes and support for the people who make up our communities.

Our Commitment to Equality and Diversity

Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

- *Passion* – We care passionately about what we do
- *Respect* – We treat everyone with respect
- *Responsibility* – We take responsibility for our actions

- *Integrity* – We carry out our roles with honesty and sincerity
- *Excellence* – We always do our very best

Corporate Priorities

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact