

**Job Details**

<b>Title</b>	Asset Management Officer	<b>Responsible to</b>	Operations Manager (OM)
<b>Department</b>	Repairs and Maintenance	<b>Responsible for</b>	N/A
<b>Grade</b>	EVH Grade 7, PA23-25	<b>Last reviewed</b>	May 2026

**Job Summary**

The Asset Management Officer is responsible for delivering our 18 month Planned Maintenance Programme in line with the Asset Management Strategy, Procurement Policy, Financial Regulations, and all relevant compliance standards. The role leads on project planning, tendering, contractor management, inspections, reporting, and continuous improvement within the Repairs, Asset & Maintenance (RAM) team. The post ensures high quality service delivery, strong governance, and value for money for tenants.

**Planned Maintenance Programme Delivery**

- Deliver the Planned Maintenance Programme from inception to completion, ensuring projects are delivered on time, within budget, and to the required quality standards.
- Maintain accurate project documentation, prepare approval papers, produce project tracking tools (e.g. Gantt charts), and lead early customer engagement.
- Tender all projects in accordance with Procurement Policy and Financial Regulations, publish tenders, record outcomes, prepare award recommendations, and maintain the Planned Works Control Sheet.
- Ensure full on-site presence during delivery, maintain strong contractor relationships, and complete 100% post inspections for all planned works.
- Maintain the Asset Register and Stock Condition data with guidance from the Finance Manager.

**Compliance with Schedule of Rates (SoR) Procedures**

- Ensure all works are instructed using correct SoR and budget codes.
- Issue variance orders only when justified through inspection.
- Monitor contractor completion data, address overspend issues with the OM and manage contractor performance in line with contractual terms.
- Maintain the Action Register and contribute to KPI reporting for staff and Board.

**Quality Management & Contractor Performance**

- Conduct inspections in line with operational standards, including 10% pre and post inspections for reactive works over £1,000 and 100% post inspections for voids, medical adaptations, and planned works.
- Engage consultants only with OM approval for complex or high-risk works.

**Reporting, Communication & Governance**

- Participate in bi weekly project review meetings and lead post project debriefs.
- Maintain accurate logs of inspections, actions, and correspondence.
- Close un actioned works orders in accordance with procedure.
- Provide accurate financial information for forecasting and submit Board reports within five days of request.

**Collaboration & Continuous Improvement**

- Promote open communication between contractors, internal teams, and management.
- Use project feedback to improve tendering, quality management, safety follow ups, and budget processes.
- Contribute to a culture of continuous improvement.

## Health, Safety & Wellbeing

- Ensure full compliance with Health & Safety legislation, CDM Regulations, Gas Safety, Electrical Safety, Legionella, Dampness & Mould, and all relevant standards.
- Escalate any breaches immediately.
- Ensure properties meet the Tolerable Standard, Repairing Standard, Fire Safety Regulations, and are fit for habitation.

## Professional Conduct & Development

- Act as a positive ambassador for organisational change.
- Engage in self-reflection, targeted training, and ongoing learning in procurement, contractor management, asset management, and health & safety.
- Work constructively within the Behaviour & Competency Framework.
- Performance will be reviewed against KPIs including quality, timeliness, compliance, and budget adherence.

## Invoice Processing

- Approve invoices in accordance with Financial Regulations.

## Team Support & Cover

- Provide cover for RAM team members, ensuring detailed handovers during leave.
- Support team objectives in a fair, flexible, and constructive manner, including occasional early or late working as required.

## Key Performance Indicators (KPIs)

- 100% compliance with Procurement Policy and Financial Regulations.
- Monthly KPI reporting submitted by the 15<sup>th</sup> of each month.
- All projects delivered within agreed timelines and budgets.
- Early escalation of variances and risks.
- 100% post inspection of planned works.
- Accurate and timely Board reporting.
- High quality contractor performance and documented feedback.
- Full compliance with H&S, CDM, Gas, Electrical, Legionella, and Damp & Mould requirements.

**This job description is designed to provide a general statement of the required tasks, duties and responsibilities. It is not exhaustive and may be subject to amendment and/or review depending on business needs from time to time.**

# Competency Framework

## Customer Centred Approach

Puts the person at the heart of the service and is able to understand both internal and external customer and service users' needs. Recognise that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well-being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.

### Level 2: Officer

#### Developing

- Recognises who the customer is for your role
- Listens and treats people with respect
- Responds to customers issues and is helpful
- Is considerate of colleagues

#### Competent

- Provides support to colleagues to deliver required service
- Delivers appropriate feedback
- Encourages customer service as a priority
- Takes responsibility for solving complex customer queries and requests
- Ensures communication with customers is clear
- Regularly seeks feedback from customers on service delivery

#### Skilful

- Uses customer feedback to enhance services and improve processes where appropriate
- Develops internal and external networks to support service delivery
- Follows up to check customer satisfaction
- Ensures a culture of continuous improvement

## Innovation

Strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.

### Level 2: Officer

#### Developing

- Shows willingness to adapt to change
- Responds positively to new ideas

#### Competent

- Is able to question ways of working and provide improved alternatives
- Involves, consults, and listens to others
- Develops team awareness of continuous improvement
- Demonstrates initiative by tackling issues in a different and more effective way

#### Skilful

- Implements best practice across their team or service
- Promotes a culture of continuous improvement, and encourages others to come up with creative ideas/solutions
- Regularly reviews and evaluates outcomes to inform innovation and continuous improvement
- Challenges current thinking

## Working Together

Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.

### Level 2: Officer

#### Developing

- Is friendly and approachable amongst the team
- Volunteers to help others out when necessary
- Supports people in difficult situations and if things go wrong
- Shares information and is open, honest and transparent

#### Competent

- Builds and maintains effective working relationships
- Listens and communicates to ensure mutual understanding
- Picks up the 'mood' of the team – takes steps to raise morale
- Respects, values, and encourages the contributions of others

#### Skilful

- Recognises impact of personal style on others and adjusts accordingly
- Promotes direct communication and is visible and approachable at all levels
- Works co-operatively with colleagues outside own area to achieve business goals or support others in their roles

## Problem Solving & Reasoning

The ability to identify and resolve problems by gathering and analysing information from a range of sources and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions.

### Level 2: Officer

#### Developing

- Identifies potential problems
- Accepts responsibility for decisions and learns from mistakes

#### Competent

- Able to evaluate information effectively
- Consults and listens to customers and colleagues when problem solving
- Considers how to best involve others in decisions that affect them
- Gathers data to analyse the problem
- Provides and records clear rationale for decisions
- Encourages and supports others to make decisions
- Is aware of the wider impact of decisions

#### Skilful

- Acts to avoid pitfalls or repetition of problems
- Considers resources and controls costs when making decisions or recommendations
- Is aware of impact of decisions on the organisation

## Personal Effectiveness

Takes personal responsibility for delivering outcomes within your job role and the wider business. Engages in self-reflection and is willing to adapt behaviours and performance accordingly. Takes a proactive approach to personal development.

### Level 2: Officer

#### Developing

- Admits to mistakes, and learns from them
- Is proactive in developing own performance
- Knows what good looks like in their role

#### Competent

- Can give and receive feedback
- Perseveres with long-term objectives
- Manages personal time well, is able to prioritise, achieve results and meet deadlines
- “Juggles” conflicting deadlines and reallocates resources appropriately

#### Skilful

- Applies discretion where appropriate
- Maintains professional boundaries
- Takes ownership and achieves business objectives
- Demonstrates agility in order to reach objectives

## Leadership

The ability to lead, inspire and encourage others to meet the business objectives. Knows what the vision and purpose is in all activities. Actively participates and contributes with others. Supports others.

### Level 2: Officer

#### Developing

- PHAs values are evident in many aspects of service delivery by the individual
- Is happy to take on additional responsibility and assist others as needed

#### Competent

- Leads by example by being an effective role model or coach
- Delegates responsibility appropriately and effectively
- Agrees individual aims and objectives with people for the delivery of high-quality services
- Engages in feedback to improve performance of self and others
- Wants to develop team members and colleagues
- Uses authority fairly
- Is clear about what needs to be achieved and why

#### Skilful

- Is approachable and makes time for others even under pressure
- Is inspirational to others
- Trusted to achieve goals

## Legislation - Housing, Repairs, Factoring, Money Advice

**Definition:** Our people are expected to maintain up-to-date knowledge and a sound understanding of legislation and best practices relevant to their role. This includes being proactive in anticipating how new or changing legislation may affect their responsibilities, customers, internal policies, procedures, and the wider organisation.

### Level 2: Officer

#### Developing

- Keeps up to date with developments in legislation and understands the wider impact
- Proactive in seeking opportunities to develop knowledge and understanding of legislation

#### Competent

- Proactively keeps up to date with changes to legislation and best practice by attending training and networking events
- Provides advice on legislation and best practice
- Has the ability to interpret legislation and good practice and how it applies to the business/job role
- Highlights areas of concern relating to non-compliance

#### Skilful

- Has confidence to implement legislative changes in relation to the business/job role
- Ensures compliance with the legislative requirements relevant to the business
- Proactively researches changes in legislation and best practice, carrying out impact assessment and making recommendations for change
- Is recognised as a champion practitioner

## Financial Management

**Definition:** Demonstrates a broad understanding of the principles of financial management, prepares, justifies and/or manages the budgets/income for their job role. Promotes value for money; working to achieve the best financial outcome for tenants while maximising income for PHA.

### Level 2: Officer

#### Developing

- Has a general knowledge of financial management (can record basic information)
- Has a general awareness of the financial climate and the impacts on service delivery)
- Understands the need for accuracy and recording transactions

#### Competent

- Can interrogate reports and carry out full analysis
- Is able to give sound advice and assistance to customers relevant to the job role
- Is accurate and understands the impact of errors
- Recognises the need for escalation and can recommend a course of action in relation to financial control

#### Skilful

- Fully aware of funding schemes and processes and maximising these opportunities
- Can interrogate and make adjustments to ensure control of income or budgets
- Has a full understanding of PHA's budgeting process and can detect early over or under spend
- Is very aware of the impact on the business of not working within set budgets
- Understands and is able to work within the framework of financial systems and constraints in place for PHA
- Is recognised as a champion practitioner

## Core Information Systems

All staff are expected to have an appropriate operational understanding of PHA's core Information and Communication Technology (ICT) systems, including Microsoft Office and the Pyramid Housing System. We encourage a proactive attitude toward embracing technology to improve efficiency and enhance customer satisfaction. This includes using ICT tools effectively in day-to-day operations, recording tenant interactions accurately in the Pyramid system, Saving relevant communications, such as emails, into the appropriate digital records. Staff are expected to take responsibility for maintaining and developing their own digital literacy as part of their personal and professional development.

### All Staff

#### Developing

- Can open and use Outlook for basic functions such as:
- Sending and receiving emails
- Creating diary appointments and scheduling meetings
- Can produce basic Word documents, including Formal letters, Reports, Forms
- Can access and navigate the internet, including key sector websites such as: Scottish Federation of Housing Associations (SFHA), Scottish Government, Scottish Housing Regulator

#### Competent

- Uses appropriate IT systems including Excel and Omni-Print to extract data and produce Key Performance Indicator (KPI) reports
- Utilises Outlook to support effective planning and prioritisation of work
- Uses Word to generate written documents, including mail merge
- Uses mobile devices and applications such as True Context and MS Forms
- Communicates effectively using software and electronic tools
- Demonstrates a willingness to learn new tools and features within available software
- Understands & applies the PHA Policy on the Use of Computer Software and Hardware

#### Skilful

- Recognized as the in-house expert for their department or service
- Identifies the most suitable IT systems for specific tasks
- Recognizes opportunities to better utilize IT systems to improve efficiency
- Actively promotes the use of IT systems to enhance service delivery and operational effectiveness