



JOB DESCRIPTION/ROLE PROFILE

- Job Title:** Planned Assets Officer
- Reporting To:** Trainee Planned Assets Manager
- Located At:** Based at Head Office, Northern Whig House, 3 Waring St, Belfast – Home & Agile Working options available
- Hours of Work:** 37 per week, Monday – Friday (flexi hours).

MAIN PURPOSE OF THE JOB:

At Clanmil our tenants are at the heart of what we do and we want to provide more great homes for families that need them. As Planned Assets Officer you will deliver a programme of planned projects, carry out stock surveys and provide great customer experience to our tenants.

GENERAL RESPONSIBILITIES:

A	DELIVER PLANNED PROGRAMME
1	Manage the administration and implementation of planned & cyclical maintenance programmes.
2	Deliver the programmed schemes on time and within budget.
3	Survey, specify and commission the procurement of consultants and contractors.
4	Manage contracts effectively in accordance with NEC or other appropriate contract.
5	Assess the performance of consultants/contractors.
6	Ensure property databases and asset register is up to date and accurate.
7	Carry out stock condition surveys, link to database and where necessary produce option appraisals to identify work required.
8	Ensure projects meet the requirements of the Housing Association Guide, CDM Regulations and other relevant legislation.
9	Support and guide the TLO in the delivery of support to customers through planned works.
B	STOCK SURVEY
1	Carry out stock surveys; liaise with Asset Administrator to model long term investment plans.
2	Carry out option appraisals on investment return to existing properties.



3	Establish and maintain effective inventory of the annual programme of service contract visits ensuring action arising from service visits is promptly undertaken.
4	Maintain an accurate asset register/property database for all schemes.
C	TEAMWORK
1	Prepare promotional record of planned works, Clanmil investment and benefits to customers
2	Establish and chair effective project groups to deliver works required.
3	Liaise with Finance Department on budget setting, monitoring of management accounts and invoice approval.
4	Assist with reviewing complaints regarding maintenance & planned works.
5	Take an active role in team meetings and work with your colleagues, as part of a team, to ensure all Clanmil tenants and service users, internal and external, receive a warm, friendly, professional customer service experience.
6	Provide information for reports and KPIs as requested by Line Manager.
7	Assist in the implementation of the Corporate Plan and Asset Management Strategy as required.
8	Report to the Management Team on proposed works/costs arising from meetings.
9	Engage and work positively with Housing team & other stakeholders to make maximum impact from planned investment.
D	PERSONAL DEVELOPMENT
1	Embrace all opportunities for learning and development to help you fulfil your role to the best of your ability.
E	FOLLOW THE ASSOCIATIONS POLICIES AND PROCEDURES
1	Familiarise yourself with the companies policies and procedures which you will be provided with at the start of your employment and during your induction period and induction training.
2	Understand the role of the Association and its mission, and display its core values in your actions and behaviours.
3	Generate creative and innovative ideas to challenge and contribute to the Clanmil Housing Group's way of working.
4	Staff are encouraged to embrace the Clanmil Housing Group's Equality & Diversity Policy and commit to the principles and aims of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with dependants and sexual orientation.
5	Ensure that all work you carry out is in line with the Association's Data Protection Policy.



This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. In line with our values of 'Achieving Together' and 'Leave a Positive Experience', we expect all to have a flexible attitude and support each other through carrying out any other duty, from time to time, to overcome challenges and move things forward.

Signed by Postholder:

Date:

Signed by Manager:

Date:



Our values guide us.

Whilst what we do is vitally important, we think how we do it is equally important. We have all our own way of doing things. It's what makes us unique and at Clanmil we're no different. Our values are at the heartbeat of our organisation, they guide the way we behave and the decisions we make so we're doing everything we can to support our customers and their communities to thrive.

Leave a positive experience

We believe there's always an opportunity to leave a positive lasting impression if you show compassion and demonstrate you care. We see the person, not the problem. And whilst we know that sometimes we might have a tough conversation or make a hard decision, we will always act with honesty, fairness and respect regardless of the circumstances. After all we're a people business, so trust and great relationships are really important.

Believe in better

With a world of opportunity and head full of possibility, we have a shared ambition to do more. We challenge ourselves, each other, what we do and the world around us to not just settle but improve and to strive for better. We remain curious about what could be, embracing change whilst never losing sight of what we believe in. We are force for good, so we're confident to stand up and be counted.

Achieve together

Together we are stronger. It's as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.



JOB PROFILE

CRITERIA	ESSENTIAL / DESIRABLE (E / D)	TESTED
QUALIFICATIONS		
<p>Two years' experience (within the last seven years) within a construction / facilities / maintenance environment AND a third level qualification (or equivalent) in a relevant construction/facilities/maintenance environment OR exceptional candidates who do not hold a third level qualification but have five years' experience (within the last seven years) within a construction/facilities/maintenance environment may also apply.</p>	E	Application form & interview
<p>Previous experience of Planned Maintenance projects</p>	E	Application Form
<p>Professional Qualification – RICS, MCIQB etc</p>	D	Application form
<p>A working knowledge of Public Procurement processes</p>	D	Interview
<p>Knowledge of NEC suite of contracts</p>	D	Interview
<p>Previous experience in a social housing environment</p>	D	Application form & interview
SKILLS & ABILITIES		
<p>Experience of contract management and supervision of contracts.</p>	E	Interview
<p>Practical experience of delivering a front facing customer focused service.</p>	E	Interview
<p>Possess good communication skills (both verbal and written)</p>	E	Interview
<p>Able to work as part of a team and build collaborative working relationships</p>	E	Interview
<p>Promote technical innovation and continuous improvement.</p>	E	Interview
<p>Able to meet organised and prioritise work to meet targets / deadlines.</p>	E	Interview
<p>Complete proficiency in the use of Microsoft Office applications such as Outlook, Word, Excel & Powerpoint.</p>	E	Interview



PERSONAL ATTRIBUTES		
Strong customer focus	E	Interview
High standards of integrity, fairness and professionalism	E	Interview
Highly motivated; enthusiastic and dedicated.	E	Interview
Have a flexible attitude to work i.e. be willing to work extra hours during busy periods including occasional evenings and weekends.	E	Interview
OTHER		
Ability to work outside office hours including weekends and evenings and to respond to out-of-hours emergencies when required.	E	Application Form
Hold a full UK driving license and be able to travel to meet the requirements of the post without reliance on public transport.	E	Application Form