



Assistant Director of Assets and Contract Management

May 2023

Contents

1.	Welcome letter	3
2.	About Clanmil	4
3.	Our purpose, values and aims.....	5
4.	Our Senior Management structure	6
5.	Our Executive Team	7
6.	Behaviours.....	8
7.	What you'll need.....	9
8.	Key terms & conditions	10
9.	Selection process.....	11
10.	Role profile	12
11.	Person specification.....	19



1. Welcome letter

Thank you very much for your interest in working for Clanmil Housing Association. At Clanmil, we believe that everyone should have a great home. To do this, we need a team that is passionate about that.

You'll be joining us at a really exciting and busy time. In the next five years we will be delivering transformational change, with a focus on our customer offer, digital technology with new ways of work and providing even more homes.

There is a real opportunity for the right person to help shape the Clanmil offer. The way we do business is inherent to our success and is defined in our culture. We have always received "substantial" ratings (the highest level that can be attained) from our sponsor Department, which is recognition of the robust principles and practice upon which our business is based.

As we refocus on the challenge of addressing future housing need in Northern Ireland, we need to shape a team that's fit for the future and are looking for an Assistant Director to join our expanding team.

If you're confident, solutions focussed, resilient and creative, this could be what you're looking for.

Got what it takes? We'd love to hear from you.

A handwritten signature in black ink that reads "Carol McTaggart".

Carol McTaggart
Group Chief Executive





2. About Clanmil

At Clanmil we are passionate about great homes and the people who live in them. We absolutely believe that everyone should have a comfortable, safe and affordable home within a vibrant and supportive community. Somewhere they love living and where they can thrive.

We currently provide over 5,500 homes throughout Northern Ireland for families, older people and for those who need support. Our aim is to provide housing that is welcoming to all.

In addition to well-managed, well maintained homes, we want our tenants to get the most from life in their neighbourhoods. Our programmes provide access to employment and opportunity. Our Money Advice team offers debt and benefits advice to improve financial inclusion. We work with community partners and our tenants to deliver social, sport and well-being programmes that help strengthen communities.

We are currently enjoying a period of substantial growth and have an ambitious plan to deliver 1,400 much needed homes over the next five years. We build great homes and design is important to us.

We are proud of our values, culture and social difference. If you share a similar desire and want to be part of our exciting next phase, come and play a vital role in shaping our vision. Together we can make a difference. Our homes and services change lives.





3. Our purpose, values and aims

Our Purpose

We are here to...

Provide homes for people to live well

Because we know that quality homes and connected communities create safety, stability and opportunity in society.

Our Values Guide Us

Whilst what we do is vitally important, we think how we do it is equally important. Our values are 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.

We are Clanmil and we....

Leave a positive experience

Believe in better

Achieve together

Our Aims

Our Purpose and Values



Build and maintain quality homes whilst preserving the environment



Provide services that make life easier for our customers



Create a brilliant and sustainable organisation that's fit for the future



Be a respected voice to grow our impact

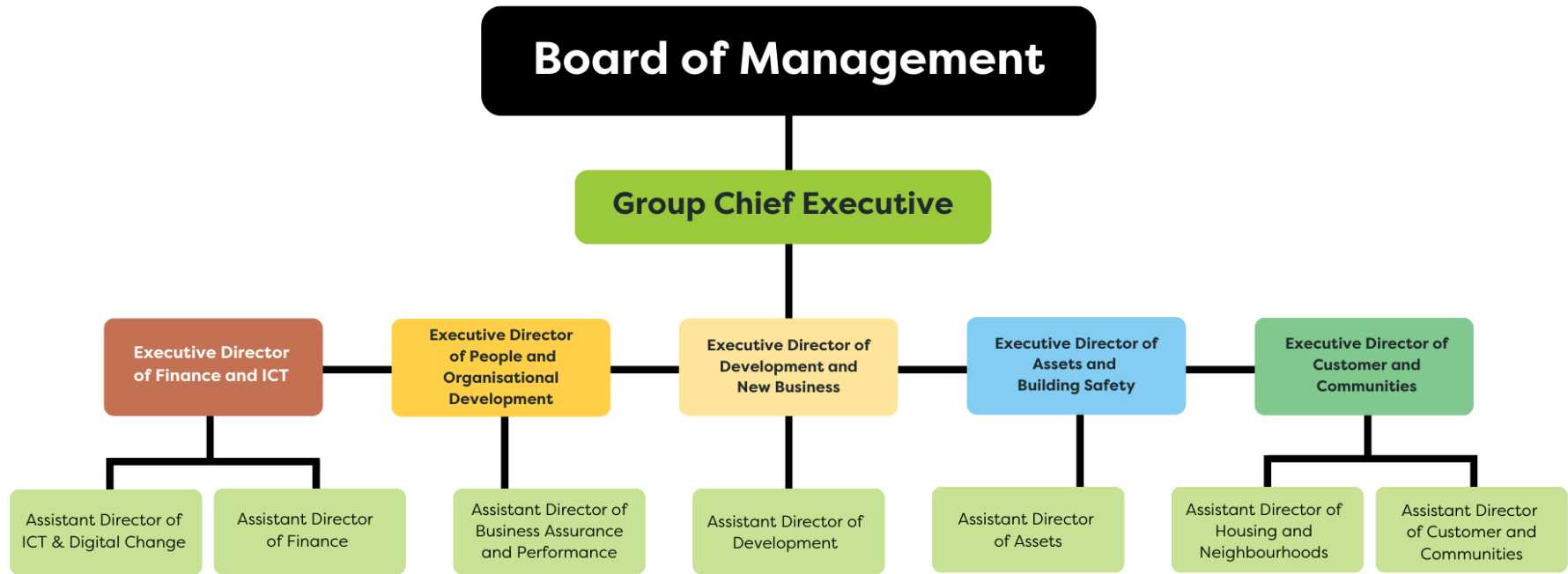


Reach, connect and collaborate to strengthen communities





4. Our Senior Management structure





5. Our Executive Team

Carol McTaggart
Group Chief Executive
Adv Dip CIHCM MCMI



Carol is the Chief Executive of the Clanmil Housing Group. Her key objective is to develop and promote Clanmil, in accordance with our mission and strategic objectives.

Jan Sloan
Executive Director of Development and New Business
BA (Hons)



Jan has over 27 years experience in the social housing sector. She leads the Development team at Clanmil and is responsible for delivering great homes. She also manages our commercial rental portfolio.

Greg Bell
Executive Director of Finance and ICT
BSc (Econ) FCA



Greg has been Finance Director at Clanmil since 2018. He has over 25 years experience as a qualified Chartered Accountant and 15 years as a Finance Director, previously in the utilities sector.

Tony Giffen
Executive Director of Assets and Building Safety
Dip Surv (BS) ICIOB



Tony has 20 years experience in social housing and joined Clanmil in 2016. Tony leads the Assets function, maintaining and improving our homes.

Pól Callaghan
Executive Director of Customer and Communities
BSSc (Hons) BLegSci (Hons First Class)



Pól joined Clanmil in 2018 having previously been Chief Executive of Citizens Advice Bureau NI. His focus is ensuring that the people who live in the homes Clanmil provides enjoy a great customer experience.

Karen Gilmore
Executive Director of People and Organisational Development
BA (Hons) MCIPD



Karen is Executive Director of People and Organisational Development at Clanmil and is responsible for providing an effective and efficient HR, Marketing and Business Assurance service to the business.



6. Behaviours

The Role of the Senior Managers at Clanmil

At Clanmil we pride ourselves on being a bit different. We want to inspire our people to be their best, to make a difference every day and to challenge themselves by trying new things. We do a lot of serious work, but we try to have fun doing it. We ask our Senior Managers to deliver for our core business by displaying the following:

Be Good

- Be ethical and work with integrity, trust and fairness.
- Encourage respect and help us do our bit to make peoples lives better.
- Engage, empower and motivate your team to help them deliver on our values.
- Inspire and encourage your team by identifying and developing the confidence in them to be the best they can be.
- Set your attitude when you come in the door - create a warm, positive and happy environment. If you are happy, then your team are too.

Be Ambitious

- Be creative about our business and our sector, learn, be curious, lift your head and look beyond your vision, ask questions - we'll work together to find the answers.
- Be adventurous, creative and open minded. Try new things and be positive about changes.
- Acknowledge mistakes will happen as we go on the journey but being brave has led us to being who we are and what we can achieve.

Be Business Minded

- Own what data tells us about the performance of our business.
- Understand how the business works and what opportunities and challenges are ahead.
- Make the right decisions and know the cost and value of what you do.
- Inspire your team to deliver on their promises to the business.

Be Hard Working

- Be accountable. If you work hard and accept that this is no 9-5 job then the business can be flexible with you and your time. Be consistent, persevere, work to your full potential and give it all your effort and dedication.
- Really care about the things that matter, you need to embrace the ethos of social housing, embrace everything the sector stands for and recognise that in your team.
- Know the pace and keep up.
- Positive energy and knowing what success looks like will pay you back and we promise to help you celebrate those wins!



7. What you'll need

Communication	<p>Conveys complex information in a range of formats for a wide variety of audiences and stakeholders.</p> <p>Able to engage with staff, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.</p> <p>Competent user of digital channels and understanding their role in communication and driving business success.</p>
Leadership	<p>Proactively communicates the vision and values both inside and outside the organisation. Has high credibility and is able to get buy-in from others.</p> <p>Takes responsibility for their own workload.</p> <p>Is confident listening and presenting and able to influence and inspire others and encourage innovation.</p>
Ethical Behaviour	<p>Deals sensitively and appropriately with others and works in an honest and ethical way.</p>
Sound business finance understanding	<p>Has significant financial capability and functional knowledge. Keeps up to date with professional developments and understands financial performance indicators.</p>
Business Acumen	<p>Knows how businesses work; knowledgeable in current and future policies, practices and trends affecting the organisation, is aware of how strategies and tactics can work to drive change.</p>
Strategic Agility	<p>Sees ahead; can clearly anticipate future consequences and trends accurately, can articulately paint credible pictures and can create competitive and breakthrough strategies and plans.</p>
Decision Quality	<p>Makes good financial decisions based upon a mixture of analysis, experience and judgement; is sought out by others for advice and solutions to complex problems.</p>
Tenant Focus	<p>Supports the identification of strategies and processes needed to achieve and sustain long term customer satisfaction and ensure tenant participation.</p>
Achievement Orientation	<p>Strives for excellence. Develops challenging but achievable plans and takes the decisions and actions necessary to ensure they are implemented.</p>



8. Key terms & conditions

Clanmil is a great place to work thanks to our people who are committed and dedicated to providing homes and services.

In return this role attracts an excellent benefit package which includes:

- Competitive salary of circa £62,000 commensurate with experience
- Private health insurance and family medical plan
- Highly attractive and flexible pension scheme
- Progressive work life balance package including birthday leave and a hybrid way of working
- Occupational Sick Pay.
- 39 days leave increasing to 42 after 5 years
- 37 hours per week and may require occasional out of hours.

Together with a range of other benefits, birthday leave, dependents leave, recognition for long service and support for learning and development.

Whilst primarily based at Northern Whig House in Belfast, there is opportunity for hybrid and remote working from home or our hub office spaces situated throughout Northern Ireland.



9. Selection process

To apply, please read over the role profile and job specification in this document. Please complete an application form on our recruitment portal on our website (alternative application forms are available on request).

The closing date for completed applications is Tuesday 30th May 2023 at 23.59

The following dates are proposed for interview:

Stage 1 interviews: w/c 11th June 2023

Final Stage Assessments: TBC

Please note that these timeframes are indicative and provided for information purposes only at this stage.



10. Role profile

Job Title: Assistant Director of Assets and Contract Management

Reporting To: Executive Director of Assets and Building Safety

MAIN PURPOSE OF THE JOB

- Provide a responsive and customer-focussed maintenance service to our customers which are best in sector and statutorily compliant.
- Ensure effective maintenance services and safe building systems are in place.
- Robustly manage any outsourced contract that provide a maintenance related service to our customers in line with contract requirements and standards of service.
- As a member of the Senior Management Team, you will work collaboratively and cohesively to manage operational performance within your directorate and help ensure achievement of in-year performance targets;
- Together with the Executive Director, you will lead the Assets team in delivering and contributing to Clanmil Asset Management Strategy.
- Maintain an external focus; represent the organisation, act as an ambassador to enhance its reputation;
- Deliver business outcomes, targets and key performance indicators to support delivery of the corporate plan through strong financial management, budgetary control and project and business planning;
- Actively support and engage with the business to ensure the Group is fully compliant with all aspects of the Department for Communities regulatory framework;
- Developing and leading all business assurance activities to enable appropriate risk management, legal and governance arrangements are in place to ensure all operations are compliant and offer excellent value for money to ensure the long-term sustainability of the organisation;



- Identify business priorities and align resources to meet strategic and operational objectives set out in the group’s corporate plan.

The scope of the role includes:

- Management of a budget circa £8.9m per annum
- A directorate comprising circa 30 staff members;
- Provision of services to over 5665 homes and through third-party Asset Management services.
- Annual turnover 21-22 circa £42.7m;
- £37.8m invested in new homes;
- £8.3m invested in maintaining and improving homes;
- £54.46m social impact of our work;
- 618 new homes underway;
- Regulated by Department for Communities, Charity Commission NI, designated public body for Section 75 Equality duties and registered with RQIA and NISCC.

A	CORPORATE IMPACT
1	Monitor and improve performance against KPIs and use data insights to inform decision-making which drive improvements in terms of value for money, quality, productivity, customer satisfaction and business performance.
2	Work with the Executive Director of Assets and Building Safety to contribute to the short, medium and long-term strategy for the Assets Directorate.
3	Proactively consider customer feedback to continuously improve how we deliver the service to our customers.
4	Dealing positively with customer expectations in line with our Customer Strategy including using the learning from complaints to improve services.
5	Collaborate effectively and collegiately with other Assistant Directors to achieve business plan objectives in support of the Executive Leadership Team.
6	Understand the key business priorities and performance indicators throughout the organisation and apply to the Asset Management directorate.



7	Continuously assess and manage risk and actively implement improvement measures to mitigate risk to tenants, property, staff, financial performance and organisational reputation etc.
8	Establish and embed agreed directorate standards for business assurance.
9	Work in partnership with other Directorates and particularly Housing Management to proactively improve working operational services such as void reduction, maintenance, income recovery, tenant engagement and business running costs.
10	Identify, develop and promote opportunities to deliver our environmental and energy conservation objectives.

B LEADING THE TEAM	
1	To adopt a style of leadership that ensures that our vision and values are clearly communicated, and our core purpose is delivered.
2	To provide effective leadership and support that inspires and motivates the Assets team.
3	Develop a culture of strong performance and commitment that ensures the delivery of high-quality maintenance services.
4	Demonstrate resilience as a leader in a challenging role, be emotionally intelligent and offer support and be an example to team members in their roles.
5	Lead, coach, support and develop staff individually to maximise engagement, personal development and growth, personal and team accountability and job satisfaction levels enabling the Group to retain talent and deliver excellent services and realise the Group's ambitions.
6	Provide clear leadership that builds an environment that is based on trust, mutual respect, integrity, where everyone takes accountability and responsibility at the same time as working together as one team.
7	Effectively lead individuals in line with all Group strategies, policies, procedures and guidance.



C	DELIVERY OF RESULTS
1	Oversee a broad range of property management services within a robust risk assessment framework in context including, due diligence, budget setting, project investment appraisal criteria, scheme of delegation and financial regulations.
2	Fully embrace the Group Customer Engagement strategy and facilitate its objectives through its assets management services.
3	Identify and utilise the technology opportunities for the team in terms of an agile and commercially responsive services. Oversee the implementation of any software and ensure that the functionality of this is maximised by the development team.
4	Ensure that strong contract management procedures are in place to monitor response and planned maintenance and ensure that they are delivered in accordance with their specification and on time and within budget.
5	Maximise and ensure Housing Association Grant for adaptations is claimed whenever it is due on each scheme.
6	Produce high quality, technically sound assurance reports for the Executive Team, the Audit Risk & Assurance Committee and the Board as appropriate.
7	Develop a culture of setting standards of service and tracking performance to identify property risks, cost control and service delivery.
8	Lead in the objectives of the Group's Energy and Environmental Strategy, reporting on energy consumption, carbon reduction and measures to reduce fuel poverty.
9	Drive a strategy to provide 3 rd party asset management services as a business diversification opportunity.
10	Develop an efficient inhouse resource for delivery of maintenance resources.



D	GOVERNANCE, COMPLIANCE & CONTROL
1	Ensure the implementation, maintenance and adherence of effective operating policies and procedures within the Assets function ensuring all regulatory requirements are met.
2	Lead the review and completion of the Asset's Operational Risk Register that identifies risk, ensure mitigating actions are in place as required, and link any relevant risks from the Operational Risk Register to the Corporate Risk Register.
3	Implement effective monitoring and control throughout the Asset team to ensure compliance with key statutory and legal obligations, requirements of the Department for Communities and industry best practice.
4	Keep abreast of codes of practice, legislation and legal requirements to take forward within a risk framework.
5	Ensure the effective procurement of consultants and contractors and ensure appropriate execution of Contracts with appropriate insurances, collateral warranties, performance bonds etc.
6	Oversee the provision of suitable service level agreements and agent service agreement for 3 rd party services and management companies.
7	Develop a culture of risk awareness, high health and safety management and fire safety within the directorate and organisation wide.
8	Proactively contribute to the work of the fire advisory group and project boards to deliver assurance and business efficiencies across the Group.



E Performance management	
1	Have responsibility for the delivery of the Assets' directorate scorecard including trend analysis, and KPI's, identifying actions to address areas of underperformance.
2	Develop a strong performance culture and commitment to customer experience and satisfaction. Monitor performance and ensure the delivery of high-quality homes and services.
3	Provide cross function support to all directorates, particularly the Business Assurance team and the Housing allocations, management, income and tenant engagement teams to collaboratively reach the Group's performance targets.
4	Be a trusted partner to all stakeholders, including the Group Chief Executive and Executive Directors, identifying business problems, agreeing objectives, removing operational barriers, resolving conflicting priorities and ensuring enabler resources are aligned.

F External focus	
1	To actively promote and be an ambassador to Clanmil to raise its profile that supports the delivery of our social purpose.
2	Participate actively in initiatives by NIFHA, DfC, NIHE and partner HAs in relation to asset management matters and report as required on matters of strategic/operational importance and impact.
3	Maintain and develop effective professional networks that will add value to Clanmil's work and ensure that it is viewed as an influential and reliable partner.
4	Build positive and robust relationships with suppliers, contractors and consultants whilst ensuring effective delivery of agreed contracts and service level agreements.
5	Positively engage with statutory agencies and partners such as HSE, RQIA, FSNI, Councils and elected representative to best achieve shared objectives and reputational integrity.



G PERSONAL DEVELOPMENT	
1	Embrace all opportunities for learning and development to help you fulfil your role to the best of your ability.
2	Take on additional specific areas of work as required by your Line Manager and/or Senior Management Team.
3	Outward looking and open to change to help create a brilliant and sustainable organisation that can serve its purpose in a safe and healthy manner.

H FOLLOW CLANMIL'S POLICIES AND PROCEDURES	
1	Familiarise yourself with the company's policies and procedures.
2	Understand the role of Clanmil and its mission and display its core values in your actions and behaviours.
3	Generate creative and innovative ideas to challenge and contribute to Clanmil's way of working.
4	Staff are encouraged to embrace Clanmil's Equality & Diversity Policy and commit to the principles and aim 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	Comply with Clanmil's confidentiality and information and data security policies and promote awareness.



11. Person specification

QUALIFICATIONS	ESSENTIAL or DESIRABLE	METHOD OF ASSESSMENT
A Degree level qualification (or equivalent) in a relevant discipline such as Building Surveying, Construction management, Construction engineering etc. OR 5 years of relevant experience in a similar senior management role.	E	Application /Interview
Evidence of continual professional development.	E	Interview
Appropriate professional qualification (Building, Compliance, procurement etc.) is desirable.	D	Application /Interview
EXPERIENCE		
Minimum of five years (within the last 10 years) experience of senior leadership in a property management/construction/maintenance environment. This experience must include a proven ability to operate effectively at strategic level and making a contribution to the achievement of business objectives.	E	Application /Interview
At least two years' experience of successful leadership and management of a high performing staff team.	E	Application /Interview
At least 3 years' significant experience of successfully managing major works projects - ensuring delivery to specification, on time and within budget.	E	Application /Interview
Experience in identifying, managing and mitigating risk in a Senior Asset management function.	E	Interview
Proven experience of the NEC3 Suite of Contracts including a working knowledge of dealing with contract delivery disputes, variations and delays.	E	Interview
Experience in leading customer engagement and delivering a high quality, professional and responsive maintenance service to a diverse group of resident and stakeholders.	E	Interview



At least 3 years' experience of managing outsourced contracts and subcontractors of a significant value in an assets/property/construction environment.	E	Application/Interview
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KNOWLEDGE		
Strong knowledge of general construction, the built environment, energy management, building services and statutory and regulatory compliance standards, particularly fire safety.	E	Interview
Knowledge of the DfC Housing Association Guide and DFC/NIHE scheme approval process is advantageous	D	Interview
Knowledge of the Public Procurement Contract Regulations and NI Public Procurement Policy is advantageous	D	Interview
Knowledge of a range of maintenance pricing models, budget setting and monitoring of monthly financial accounts.	E	Interview
Understanding of financial appraisal techniques utilised in long term asset management including sequencing, stock condition assessment, lifecycles, investment, income streams and asset value.	E	Interview

SKILLS AND APPROACH		
Proven skills in leading, empowering and motivating staff through change.	E	Interview
Excellent oral & written communication and interpersonal skills with proven ability to meet differing audience needs.	E	Interview
Strong external focus with a proven ability to build networks and work in partnership with developers, local authorities and others.	E	Interview
Ability to prioritise workload including being able to manage conflicting priorities, setting targets tenacious in finding solutions and monitor performance.	E	Interview
Strong problem-solving skills, resolution focused and professional attitude.	E	Interview
Committed to providing an excellent and customer focused service.	E	Interview
Innovative attitude with a commercial outlook.	E	Interview



A methodical approach to detail and the ability to think laterally in the best interests of the business.	E	Interview
Able to manage multi-disciplinary and complex stakeholder relationships.	E	Interview
Excellent programme management skills with the ability to manage multiple complex projects.	E	Interview
Able to assess risk and promote risk awareness without being risk averse.	E	Interview
Ability to build high levels of trust, openness, honesty, collaboration and support across teams.	E	Interview
Able to make sound judgements; to give advice to others and be accountable for that advice.	E	Interview

GENERAL		
Hold a full UK driving licence and be able to travel to meet the requirements of the post.	E	Application /Interview
Ability to work outside office hours including weekends and evenings and to respond to out-of-hours emergencies when required.	E	Interview

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.