

## London Borough of Havering Job Profile

<b>Job Title:</b> Asset Officer	<b>Directorate:</b> Housing
<b>Service/Section:</b> Housing Services/Asset Management	<b>Post Number(s): 10022542</b>  <b>Job Evaluation Number:JE No: 1708</b>
<b>Grade:</b> G7	<b>Date last updated:</b> Feb 2019  <b>Date of last Evaluation: March 2021</b>

### Main Purpose of the Job/Key Objectives:

- To provide an effective and responsive service to Havering Council residents relating to all asset management functions including the collection, collation and maintenance of stock attribute and condition information.
- To provide detailed information in relation to all aspects of the asset management data.
- To ensure the asset database is up to date, fully populated with all assets, is reconciled to the housing management system and regularly maintained
- To support the delivery of the new build and stock reinvestment programmes through the provision of accurate and timely stock and property information.
- Provide information and reports as required to support the Housing department's and Corporate Key Performance Indicators
- Develop and implement new systems and modules to support and improve the management of stock data information including compliance and risk management modules
- Manage the Department's Stock asset database and other systems containing stock data and be the designated super user for the Keystone asset management system
- Identify areas for development and improvement to assist the Department in the delivery of the service.
- To deliver training and ongoing support to individuals and teams in the use of the asset management systems
- To provide an overview function to ensure all users of the asset management system are correctly and appropriately using the system and all information is being update correctly especially around statutory compliance (gas, electric, asbestos etc)
- To identify any exceptions in the data and rectify
- To support the Asset Manager in developing 30 year asset management plans, 5 year programmes and annual budgets for the whole of Housing Property Service, circa 30m annually
- To support the Asset Manager in developing, implementing and monitoring the asset management strategy
- To develop stock condition surveys, approaches and programmes and oversee both internal and external surveyors
- To support the asset manager in undertaking regular stock option appraisals based on the SHAPE asset management tool

- To identify all HRA assets, undertake appraisals and undertake activities which support the disposal of assets accordingly
- To undertake activities which support the purchase of assets where required
- To support, issue and manage licencing of HRA land
- To identify and support implementation of strategies to reduce the carbon footprint of the housing stock
- To identify approaches to meet the new Decent Homes standards given the financial constraints on the service
- To identify and support implementation of approaches to ensure all properties in the HRA are fit for purpose and as a minimum meet their requirements under the Health and Safety legislation and relevant Havering Policies
- Support the development of a full GIS mapping system
- Work with the Regeneration team to identify land/development opportunities

### Job Context:

1. This post is a 2 year fixed term post. Flexible working minimum 21.5 hours up to full time subject to candidate, and can be flexible how we spread it across 5 days.
2. The post holder reports to the Housing Asset Manager.
3. The post holder has no line management responsibility.

### Experience Knowledge Skills & IT

Excellent IT skills and knowledge of a variety of third party software used for managing stock data.

Updating and recoding data and records into various systems and databases

Giving clear telephone guidance on important but routine matters in person and on the telephone

Working with clients, a range of internal and external visitors and team members

Excellent communication skills written and oral

Experience of working with and managing asset management databases in a social housing organisation.

Working Knowledge of and experience of the Keystone asset management system

Ability to work on own initiative and plan workload to meet challenging deadlines

Experience of delivering IT systems training.

Understanding of Housing asset management principles

Good knowledge of property construction types and methods

### Key Accountabilities and Result Areas

Key Result Area	Expected End Result
To maintain the data integrity of the Council's housing stock information	Property services is supported by an evidence base which drives the prioritisation of day to day responsive repairs, planned maintenance and cyclical investment programmes
To lead the ongoing development of the asset management database	The stock condition information is completely captured and modules are developed and

	implemented to capture new and emerging priorities
Proactively support the delivery of estate improvement and housing investment programmes.	The Council's social housing residents live in homes which are warm, dry and safe
To produce reports which evidence the ongoing investment in capital and revenue funded programmes	The Housing Revenue Account budget is effectively monitored, duplication and waste is minimised and funding is properly allocated
To deliver training to other teams and individuals on the use of the Asset management systems, and provide ongoing support as required	The stock condition information is current and comprehensive and expenditure on stock maintenance represents ongoing value for money
Develop the IT systems to help improve efficiency and service delivery	The asset management database systems assist the ongoing performance monitoring of KPIs, and interrogation of data to support the delivery of new service priorities
Provide stock condition information to assist the planning of regeneration strategy	The regeneration of Council housing and the development of new housing is supported by sound financial information and evidence-based stock options appraisals
Provide stock condition information to assist the planning of our stock reinvestments strategy, based on measures such as Decent Homes, asset lifecycles and HHSRS	The collection and maintaining of asset management data is supported and assessment of information to inform strategic development of capital works investment, and redevelopment options is evidence based
Update and maintain asset management database and provide reports to assist the delivery of the service	The Stock Investment Programme is presented in accordance with the asset management strategy, available budgets and stock condition requirements
Build and develop strong relationships with other departments within the organisation	There is engagement with relevant services that may require support or advice from the Asset management systems in particular; Adult Social Care and Children's Services, Regeneration, Building Services and Maintenance to deliver a seamless service
Continuously review own working practices	There is demonstrable cost-consciousness and identification of any cost effective changes to own way of working and to the wider working practices of the department
Ensure Asset management system is reconciled to other housing systems	Databases match and are consistent
To support stock appraisals	Correct investment is being made in our properties
To support in identifying zero carbon approaches in LBH properties	Minimise fuel poverty and reduce LBH carbon footprint

## Competency Profile

Competency	Level	Criteria to be Evidenced (Description)
Communicating Openly and effectively	B	<ul style="list-style-type: none"> <li>• Considers in advance the different needs of others and adapts style accordingly, using appropriate language and methods of communication</li> <li>• Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others</li> <li>• Summarises information to check understanding</li> <li>• Expresses thoughts and ideas clearly and consistently and objectively discusses options</li> <li>• Approachable and responsive to people's needs</li> <li>• Knows what to communicate and where to report if they are concerned about an adult or child being at risk of abuse</li> <li>• Has knowledge of policy, procedures and legislation that support safeguarding children and adults activity (*Adult and Children's Services)</li> </ul>
Delivering excellent customer service	B	<ul style="list-style-type: none"> <li>• Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs</li> <li>• Analyses and understands delivery and range of services, providing solutions to individual customer needs</li> <li>• Develops and maintains constructive relationships with customers</li> <li>• Takes pride in delivering high quality services and seeks to expand own skills</li> <li>• Constantly questions "how will this benefit the customer?"</li> <li>• Seeks customer feedback to identify ways to improve customer experience</li> <li>• Shows clear understanding of their role in identifying and reporting concerns regarding adult or child abuse</li> <li>• Is aware of and challenges, if necessary, poor practice in safeguarding adults and children (*Adult and Children's Services)</li> </ul>
Managing Personal and Organisational Change	A	<ul style="list-style-type: none"> <li>• Identifies opportunities to improve and adapt ways of working and is open to changing processes and methods where needed</li> <li>• Accepts and adapts positively to change</li> <li>• Is open to new ideas and listens to other people's points of view</li> <li>• Shows a willingness to adapt and be flexible to changes in priority and workload</li> <li>• Shows a willingness to take on tasks and projects to develop themselves and takes advantage of development opportunities</li> <li>• Is keen to acquire new skills</li> </ul>
Achieving Results and Success	C	<ul style="list-style-type: none"> <li>• Evaluates and monitors performance</li> <li>• Uses knowledge of social and political dynamics to achieve results</li> <li>• Encourages organisational learning and continuous improvement</li> <li>• Demonstrates integrity, fairness and consistency in decision making</li> <li>• Sets demanding but achievable objectives for self and others</li> <li>• Achieves results through effective management of self and others</li> <li>• Identifies and manages risk</li> </ul>

		<ul style="list-style-type: none"> <li>Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes</li> </ul>
Planning and Implementing		<ul style="list-style-type: none"> <li>Plans and prioritises workload to ensure deadlines are met through busy periods</li> <li>Monitors and adjusts plans as necessary</li> <li>Communicates the plans to appropriate staff/stakeholders</li> <li>Makes effective use of time</li> <li>Balances short term requests with long term priorities</li> <li>Shows determination and commitment</li> </ul>
Respecting Others	A	<ul style="list-style-type: none"> <li>Acknowledges the positive contribution that everyone can make</li> <li>Shows respect and understanding for all individuals, irrespective of gender, ethnic origin, race, disability, age, sexual orientation and religion</li> <li>Is open, ethical and honest</li> <li>Delivers what they have promised</li> <li>Generates respect and trust</li> <li>Considers impact of own actions and tries to cater for the differing needs of others</li> <li>Challenges inappropriate and discriminatory behaviour</li> <li>Escalates inappropriate behaviours and actions to the appropriate person/s</li> <li>Uses language and behaves in an appropriate way, treating others fairly and professionally</li> <li>Respects confidentiality wherever appropriate</li> </ul>

**Additional Requirements:**

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. You will meet these expectations.
- You comply with Health and Safety Regulations associated with your employment.
- You are aware of the council's responsibilities under the General Data Protection Regulations for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- You will treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- You will demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- You will deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.

## Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace.

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	B	<ul style="list-style-type: none"> <li>• Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication</li> <li>• Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others.</li> <li>• Summarises information to check understanding</li> <li>• Expresses thoughts and ideas clearly and consistently and objectively discusses options</li> <li>• Approachable and responsive to people's needs</li> </ul>
Delivering excellent customer service	B	<ul style="list-style-type: none"> <li>• Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs</li> <li>• Analyses and understands delivery and range of services, providing solutions to individual customer needs</li> <li>• Develops and maintains constructive relationships with customers</li> <li>• Takes pride in delivering high quality services and seeks to expand own skills</li> <li>• Constantly questions "how will this benefit the customer?"</li> <li>• Seeks customer feedback to identify ways to improve customer experience</li> </ul>
Managing Personal and Organisational Change	B	<ul style="list-style-type: none"> <li>• Is open to new ideas and takes account of other people's points of view and ideas.</li> <li>• Contributes positively to the change process and sees change as an opportunity to improve performance and customer service</li> <li>• Recognises the impact of change on others and supports them through it</li> <li>• Uses an awareness of the bigger picture along with common sense to interpret and implement policy.</li> <li>• Identifies opportunities for change</li> <li>• Learns from experience and others and uses opportunities to acquire new skills and improve knowledge</li> </ul>
Respecting Others	B	<ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make</li> <li>• Demonstrates integrity at all times</li> <li>• Considers impact of own actions and tries to</li> </ul>

		<ul style="list-style-type: none"> <li>cater for the differing needs of others</li> <li>• Acts as a role model sets a personal example of good equalities practice at all times</li> <li>• Challenges inappropriate and discriminatory behaviour</li> <li>• Understands different learning and personality styles and preferences</li> <li>• Respects confidentiality wherever appropriate</li> <li>• Acts upon concerns about discrimination or inequality of opportunity</li> <li>• Applies consistent standards of service and response</li> </ul>
Achieving Results and Success	C	<ul style="list-style-type: none"> <li>• Evaluates and monitors performance</li> <li>• Uses knowledge of social and political dynamics to achieve results</li> <li>• Encourages organisational learning and continuous improvement</li> <li>• Demonstrates integrity, fairness and consistency in decision making</li> <li>• Sets demanding but achievable objectives for self and others</li> <li>• Achieves results through effective management of self and others</li> <li>• Identifies and manages risk</li> <li>• Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes</li> </ul>
Planning and Implementing	B	<ul style="list-style-type: none"> <li>• Plans and prioritises workload to ensure deadlines are met through busy periods</li> <li>• Monitors and adjusts plans as necessary</li> <li>• Communicates the plans to appropriate staff / stakeholders</li> <li>• Makes effective use of time</li> <li>• Balances short term requests with long term priorities</li> <li>• Determination and commitment</li> </ul>
Empowering Leadership	C	<ul style="list-style-type: none"> <li>• Develops, monitors and adjust plans as necessary</li> <li>• Leads projects and plans for resources required to deliver</li> <li>• Communicates the plans to appropriate staff/stakeholders</li> <li>• Uses appropriate range of tools and techniques to plan and manage the process/project</li> <li>• Focuses on results and delivers outcomes</li> <li>• Determination and commitment</li> <li>• Flexibility</li> </ul>





**London Borough of Havering  
Person Profile**

**Job Title: Asset Management Officer**

Requirements	Essential (E) Desirable (D)	* Method of assessment
<p><b>1. Qualifications:</b> Formal qualifications are not a requirement. However post holders should be educated to a high general standard and possess excellent written and numerical skills or relevant experience</p> <p>Literacy and numeracy</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I/T</p>
<p><b>2. Statutory or Role Specific Requirements:</b> Detailed understanding of asset management functions in a housing or related organisation.</p> <p>Good understanding of construction and refurbishment sectors</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
<p><b>3. Experience:</b> Significant track-record of operating in a technical, property services environment, operating and maintaining detailed asset management and related stock data utilising a purpose developed IT system within a local authority, housing association, government body, private developer or agency or similar.</p> <p>Experience of effective multi-disciplinary working.</p> <p>Experience of using and maintaining Keystone (or similar) asset management database system for the management of all managed assets, servicing and asbestos management modules and related modules.</p> <p>Experience of working effectively within a complex political environment as well as evidence of delivering and monitoring clear standards of performance and service delivery outcomes.</p> <p>Experience of working on defined operational projects, working to tight deadlines and objectives with minimum supervision.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>A/I/T</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p>

<p><b>4. Knowledge &amp; Skills:</b></p> <p>Ability to have or acquire an excellent working knowledge of all elements of asset management, stock management, servicing regimes and asbestos management</p> <p>Ability to have and maintain a thorough and up to date knowledge of relevant policy and strategy areas, including, but not exclusively:</p> <ul style="list-style-type: none"> <li>a. Havering's housing strategy and related sub strategies.</li> <li>b. Havering's social housing allocations policy.</li> <li>c. Havering's Asset Management Strategy</li> <li>d. Codes of guidance from central government.</li> </ul>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I/T</p>
<p>To be a confident, engaging communicator, able to positively handle contact with clients from a range of backgrounds and with complex needs.</p> <p>Have the ability to build and maintain a good understanding of wider council and department objectives, services and initiatives and an understanding of how these interface with delivery of housing needs services.</p> <p>The ability to handle conflict, or potential conflict situations with clients who may be distressed, dissatisfied or potentially aggressive/ violent, and to do so within the Councils policy/procedure on carrying out such interviews.</p> <p>The ability to build &amp; maintain a thorough working knowledge in using data and case management systems to ensure data quality and effective sharing of work.</p> <p>Proven ability to work with several software applications in conjunction, and proficiency in Microsoft and database use.</p> <p>Ability to handle and respond to customer complaints clearly and comprehensively in keeping with the council's service standards.</p> <p><b>4. Working Conditions/Circumstances:</b></p> <p>You may be required to work out of normal office hours on occasions including evenings.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>I</p>

\* **Application (A), Interview (I), Test (T)**