

Designation:	Asset Operations Manager
Grade:	Stroud 7
Hours:	37
Location:	Ebley Mill
Job Purpose:	Ensuring through the delivery of investment programmes and ongoing maintenance all assets meet the agreed standard and legislative requirements to support service delivery and enhance customer satisfaction.
Responsible to:	Head of Asset and Investment
Responsible for:	Technical and Support Staff within the responsible area of operation

KEY DUTIES

- Lead a team delivering high quality and cost effective services demonstrating motivational leadership to all staff within the team including Development of new skills and embrace service change through a performance management framework
- Support the Head of Asset and Investment in the preparation and delivery of strategies to enhance and support service delivery
- Manage staff resources in terms of recruitment, training, support, complaints and performance
- Work with senior management in the delivery of change management, cultural change and on-going reviews of service, development, and improvement
- To provide regular performance management information that supports the development and review of relevant policies, strategies, procedures, Business Planning and performance management
- Support in the development of models and forecasts, including scenario testing and sensitivity analysis and ensure budgetary control is maintained within agreed targets
- Assimilate financial, technical, investment and assurance information and use for intelligent decision making
- To keep under review, the 30-year Investment plan, supporting strategies and plans for medium and long-term investment in conjunction with Stroud's Finance Team and Service Managers ensuring that investment meets the needs and aspirations of Stroud's tenants and demonstrates measurable value for money
- In conjunction with the Service Managers lead and manage the collection of Stock Condition information from surveys and inspections to influence and determine future investment and planned works needs
- Support the transition of Asset IT functions into use

- Oversee the asset and maintenance planning cycles making changes where required to support wider corporate objectives
- Support the development of risk management and contingency plans
- Act as a point of escalation for the resolution of complaints and other issues in connection with other service managers across the Council
- Have a commitment to delivering an excellent customer focused service, have awareness of the sector and its current and emerging challenges, promote customer involvement, and look for ways to exceed customer expectations and invite feedback
- Ensure goods, services, and works procured comply with current UK procurement legislation and the Council's Procurement procedures and strategy
- Prepare and present reports to Committees of the Council
- To be a designated on call person for out of hours on a rota basis

SKILLS AND KNOWLEDGE

- Have a relevant management or technical qualification
- Have extensive experience of property and construction gained in the public/and or private sector
- Have knowledge and skills in property and construction asset management related disciplines with an ability to apply decision making and option appraisals to effect change management in new areas of property and service provision
- Have an understanding of Contract Management Law, Procurement, Construction techniques, design and project management processes, and Health and Safety regulations
- Demonstrable ability to work unsupervised and manage workloads and deadlines for a number of tasks simultaneously
- Knowledge and experience of developing complex investment programmes
- Effectively develop solutions with minimal or no supervision
- Experience of administering and managing construction contracts
- Experience of developing and managing significant budgets
- Have an ability to understand, complex financial data, and to develop business and financial plans
- Ability to build and maintain strong relationships with partners, operational teams, and service support teams in their designated area of responsibility
- Experience of working with the public
- Experience of managing and developing staff
- Performance manage teams to maximise productivity
- Have experience of presenting complex data to non technical audiences
- Promote a climate of high performance and quality standards, continual improvement and value for money
- Fully IT Literate with excellent written and verbal skills

COMPLEXITY AND CREATIVITY

Required to exercise discretion in a range of areas where advice is not normally available and where policy, procedures and working standards provide only general guidelines.

JUDGEMENT AND DECISIONS

- Operates within a framework set by Corporate and Service Area Management Team, but with freedom to influence and shape service
- Examining various reports, invoices, records, and statistical data highlighting to the post holders' and line manager anything where further investigation may be required or a decision needs to be made
- Work is carried out within defined rules and procedures involving decisions chosen from a range of established protocols, but may on occasion require challenge

CONTACTS

Members of the Council, members and staff of other local authorities/partner agencies suppliers and contractors members of the public, tenants and leaseholders

RESOURCES

Responsible for the proper use and safekeeping of IT, surveying, communication, servicing equipment , and high cost materials

TRAVEL DESIGNATION

Casual user

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.