

Designation:	Asset Operations Manager
Grade:	Stroud 7
Responsible to:	Head of Asset and Investment
Service Area:	Housing Contracts
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Relevant management qualification
- To have or willing to work toward a relevant technical qualification in construction or similar discipline
- Ability to proficiently use Microsoft Word, Excel, and asset related software systems

EXPERIENCE

- Experience of contributing to or implementing change initiatives with a track record of successful delivery and service improvement
- Proven experience of effective management and the ability to motivate, engage and encourage participation
- Knowledge of Building procurement processes and forms of contract
- Experience of supporting the preparation of comprehensive management reports
- Ability to interpret and analyse complex data sets
- Understanding of delivering excellent internal/external customer service in a social and commercial setting
- Experience of developing and managing budgets and expenditure
- Ability to develop business plans and financial projections
- An understanding of the Commonhold & Leasehold Act (Section 20)
- Practical experience of using IT as an analytical and management tool

SKILLS & KNOWLEDGE

- Knowledge of current housing issues, legislation and best practice
- Ability to communicate complex information clearly and effectively with others using a range of techniques, adapting style to enhance impact and suit the needs of the recipient
- Delegate effectively, encouraging individual development and initiative
- Ability to develop and implement new/ revised processes with an emphasis on simplicity, customer experience and efficiency
- Ability to inspire, motivate and develop employees and teams, demonstrating support, co-operation, empowerment and leadership
- Resilient, able to work effectively under pressure and meet challenging deadlines
- Highly organised with an attention to detail
- Excellent problem solving capability relating to building pathology

PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Ability to delegate and empower others
- Possess and ability to creatively problem solve issues

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

DESIRABLE CRITERIA

QUALIFICATIONS

- HNC in construction or related discipline
- Corporate membership of Rics, CIOB or other relevant institution
- Prince 2 Foundation and Practitioner

EXPERIENCE

- Implementation of, and maintaining of a quality management system
- Programme and portfolio management
- Experience of complete life cycle / Planned Preventative Maintenance modelling

SKILLS & KNOWLEDGE

- Have relevant commercial management experience
- CDM 2015
- HHSRS
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CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Equality and Diversity

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.