

<b>Designation:</b>	<b>Asset Operations Manager</b>
<b>Grade:</b>	<b>Stroud 7</b>
<b>Responsible to:</b>	<b>Asset Operations Manager</b>
<b>Service Area:</b>	<b>Housing Contracts</b>
<b>Post Number:</b>	<b>TEN 1200</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Education to degree level or equivalent
- HNC or equivalent in construction, building services, or similar through relevant training and/or experience
- Ability to proficiently use Microsoft Word, Excel, and Outlook

### 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
- Detailed knowledge of Building procurement processes and forms of contract
- Knowledge of theoretical and practical building and maintenance repairs with the ability to diagnose building defects and determine remedial action
- Preparation of working drawings and specifications for building or remodelling works
- Experience of writing comprehensive management reports and presenting to Board/Committee/Executive Management Team
- Ability to interpret and analyse data
- 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 Common hold & 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

- Corporate membership of Rics, CIOB or other relevant institution
- P402 or P405 qualified in asbestos surveying
- Prince 2 Foundation and Practitioner

### EXPERIENCE

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

### SKILLS & KNOWLEDGE

- Have relevant commercial management experience
- CDM 2015
- HHSRS
- Working Knowledge and an ability to use AutoCAD

## CORE COMPETENCIES

### 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.

### 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, in line with policies.

### 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.

### Innovating

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

### Accepting Change

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

**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.

**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.

**\*\*Outer layers of the competency wheel apply to managerial roles\*\***