

Head of Assets Information Pack



Dear Applicant,

Thank you for your interest in joining Warrington Housing Association (WHA) as our Head of Assets.

WHA has undergone a lot of change over the past few years, and we are looking for someone who can help us continue that journey and help cement the good progress we have already made.

We are looking for someone with the ambition to succeed. Someone who can help us lead on the delivery of our Asset Management and Sustainability Strategies, including planned works, cyclical maintenance, day-to-day works, and asset compliance. This is a great opportunity for the right person to make their mark.

Enclosed is a range of information which will hopefully give you a flavour of the sort of organisation we are and the culture within which we operate.

If you think you would like to be part of this, and part of helping us shape our future, then we look forward to hearing from you.

Fiona Graham
Exec Director of Operations

HEAD OF ASSETS

Salary upto £62,398
plus excellent benefits

Are you ready to take on a rewarding challenge? We're looking for a dynamic, hands-on Head of Assets to oversee all things property-related at WHA. As a housing provider managing over 1,500 properties, you'll play a key role in ensuring compliance, managing planned investment works, overseeing response repairs, and leading our efforts to meet sustainability and energy performance goals.

In this fast-paced and varied role, you'll be responsible for ensuring our properties meet all regulatory standards and compliance requirements, managing planned investment projects while ensuring response repairs are delivered efficiently, and driving our sustainability initiatives to improve energy ratings. You'll also guarantee customer satisfaction and continually seek ways to improve the service we deliver, while staying ahead of industry changes and best practices.

We're looking for someone who is a natural multitasker, comfortable juggling competing priorities and deadlines, and a strong communicator capable of providing assurance that our services meet both customer expectations and regulatory frameworks. You'll be a team player who thrives in a collaborative, performance-driven environment and a leader who isn't afraid to challenge poor performance and drive improvement. Passion for making a real impact on the community we serve is essential.

At WHA, we believe in collective responsibility, driving performance, and delivering value for money. We are committed to managing risks effectively and addressing the tough issues head-on.

The ideal candidate will be an expert in report writing, presenting clear and concise information, planning and managing programmes of work, and identifying opportunities to embed best practices. Above all, our homes must be safe, decent, and warm, and customer satisfaction is at the heart of everything we do. If you're self-motivated, outcomes-focused, and ready to lead, we'd love to hear from you.



- Contributory Pension Scheme
- Enjoy Benefits Package
- Simply Health Corporate Paid Cash Plan
- Generous Annual Leave Allowance
- Electric car lease scheme
- EV charging
- Onsite parking



FOR MORE INFORMATION

please contact
Fiona Evans, Head of
Corporate Services
fionae@wha.org.uk



HOW TO APPLY

Please send your CV alongside a covering statement (maximum 2 A4 pages) that clearly demonstrates how you meet the role profile to:
jobs@wha.org.uk

CVs alone will not be considered.

Closing Date:
5th MARCH 2025
Interviews:
17th & 18th March 2025

ROLE PROFILE

| | | | |
|-------------------------|---|----------------------|--|
| Job Title: | Head of Assets | Reporting to: | Exec Director of Operations |
| Directorate: | Operations | Location: | The Gateway, 89 Sankey Street / Hybrid Working |
| Responsible for: | Asset Compliance Officer / Property Services Officers / Property Services Asst. | | |

Purpose of the role:

- To lead and manage the delivery of our Asset Management and Sustainability Strategies, including planned works, cyclical maintenance, day-to-day works, and compliance.
- To deliver an excellent customer experience and to work with colleagues supporting WHA's growth agenda.
- Expert in asset/ property management, working closely with colleagues to shape service delivery, make strategic and policy decisions, and deliver projects to ensure economic, efficient, and effective delivery.
- Ensure we comply with all legal statutory and regulatory requirements and maintain a safety-first approach with both customers and colleagues.
- Establish & maintain strong & positive relationships with key strategic partners that support delivery of our vision.

Key accountabilities and job content:

- Deliver our asset management strategy and associated policies, procedures, and processes.
- Deliver on our ambition to become carbon neutral as part of our Sustainability Strategy.
- Design and deliver our 30-year investment plan and 5-year component replacement programme, using stock condition and energy efficiency data to inform planning, and write briefs, specifications, and tenders.
- Procure and effectively manage consultants, specialists, and contractors to assist in the delivery of these replacement programmes and the day-to-day maintenance of WHA homes in line with value for money.
- Ensure the efficient management of Void properties.
- Maintain robust systems and processes to ensure data is kept up to date and provide assurance of oversight to maintain the integrity of data.
- Work closely with Finance and the team to ensure effective planning, monitoring, and management of budgets and expenditure targets within the Association's controls.
- Deliver an efficient, economic, right first-time, customer-focussed repairs and maintenance service.
- Asset lead for property health & safety, responsible for ensuring we keep our customers safe, with particular accountability for effective compliance in the management of gas safety, fire safety, electrical safety, water & legionella safety, asbestos management and lift safety by establishing effective maintenance, servicing and inspection regimes.
- Plan & deliver projects on time and in budget to improve service and performance.
- Preparation and presentation of reports to aid effective decision making.
- Work alongside colleagues in Housing Services to support the delivery of an effective and efficient housing and customer service offer.
- Working for a smaller Housing Association necessarily entails a flexible approach to work,

overlap with other areas does occur and cover for absent colleagues is expected.

Leadership and Management

- To actively model the values of the Association and inspire excellence in others.
- To provide inspirational, authentic, and innovative leadership, built on the principles of trust & responsibility.
- To support our organisational culture of continuous improvement and excellence.
- Work with SMT to provide effective, collaborative, and motivational leadership, within a culture that coaches and engages people to make the most of their skills and talents.
- Manage and develop effective relationships with key stakeholders from third, public, and private sectors.
- To network and attend groups to maintain professional development, build productive partnerships, and keep up to date with changes in regulation, legislation, best practice, and the marketplace.
- Evaluate and mitigate risk, ensuring compliance with regulatory and statutory requirements.
- To ensure colleagues are recruited, managed, coached, and developed in accordance with the Association's values and procedures, to ensure they are clear about expectations and recognised for good performance.
- To be responsible for the department's data management and the use of data in managing team performance.

Budget and Financial

- To be responsible for the production of accurate information required from the department for the annual budget, and in liaison with the Chief Executive, other Management Team members, and members of the department, compile a realistic budget with appropriate targets, levels of activity, and programme.
- To ensure compliance with income and expenditure targets and in accordance with the company's financial controls, delegated authority, and audit requirements.
- To maximise opportunities to provide Value for Money and excellent customer service by identifying and pursuing partnership and funding opportunities, focusing on productivity within in-house teams and delivering annual efficiency savings.

General

- To carry out any other duties as may reasonably be expected of the post holder commensurate with the scope, spirit, and nature of the job.
- This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

Qualifications

- Educated to degree level and/ or relevant professional construction qualification, or equivalent work experience.

Knowledge, skills and experience:

- Proven experience leading, managing, and motivating teams to deliver an excellent customer experience and high performance.
- Experience working at a senior level maintaining & improving homes and other assets in the social housing sector to deliver excellent & improving services.
- An up-to-date understanding of the challenges and opportunities of achieving net zero carbon.

- Developing and implementing strategies, policies, procedures & processes.
- Proven ability to plan and implement change effectively.
- Proven record of accomplishment of delivering customer-focussed maintenance services.
- Demonstrates excellent presentation, verbal, and written communication skills.
- Detailed knowledge of repairs and maintenance, asset management and compliance, and property-related legislation in line with good practice.
- Excellent analytical skills, being able to interpret a range of financial, statistical, and other information.
- Proven skills & experience of successful project management & achieving deadlines.
- Experience, knowledge, and understanding of how to use ICT to improve efficiency and customer access.
- Working knowledge of building and health and safety laws and regulations.
- Able to demonstrate leadership, people, and organisational skills – able to influence appropriately both internally and externally.
- Able to demonstrate a sound commercial approach, whilst upholding the core values of the Association and sound governance principles.
- Full UK driving licence or access to vehicle and able to travel for business as required.

Corporate Responsibilities:

- Asset lead for health and safety, responsible for the health, safety, and welfare of yourself and others at work, embedding a safety-first culture.
- Commitment to equality, diversity, and inclusion.
- Adhere to safeguarding policies and procedures, reporting any concerns, and working with agencies to safeguard vulnerable customers and colleagues.
- Comply with the General Data Protection Regulations.
- Occasional evening or weekend work and the requirement to participate in an on-call rota.
- May be required to undertake any other reasonable duties commensurate with the role.

Competency Framework

Team Working – Level 3; **Respect** – Level 3; **Progress** – Level 3; **Leadership** – Level 3; **Integrity** – Level 4; **Customer Service** – Level 4

Head of Assets Benefit Package

Salary: £62,398

Pension Scheme: Contributory pension scheme.

Car Loan/ Mileage: The Association offers car loans to staff, subject to limits and approval. Business mileage is payable above HMRC (HM Revenue and Customs) agreed rates at 61p per mile.

Free on-site parking at the Association's offices is available for essential car users.

Electric Car Lease Scheme: The Association has partnered with Love Electric to provide access to an affordable and green option for colleagues. EV charging points are available within the on-site parking facility.

Hours of Work: The Association's working week is 35 hours. Our offices can be accessed between the hours of 7:00am and 7:00pm Monday to Friday. The post holder may be required to additionally attend Board and Committee meetings and other occasional out of office hours working may be required.

Agile working in line with the Association's Hybrid Working Policy is available to Heads of Service level posts on a non-contractual basis, subject to the requirements of the role being met. You will be expected to work such hours as shall be necessary to discharge your duties efficiently and conscientiously.

Probation: The post is subject to a minimum of 6 months probationary period, up to a maximum of 12 months. During this time your progress will be reviewed and discussed with you at regular intervals.

Holiday Entitlement: Paid annual leave entitlement is 28 days. The Association closes over the Christmas period and up to 3 days annual leave entitlement is to be used for this purpose. Entitlement increases by 1 day per completed year up to a maximum of 33 days. Bank Holidays and statutory holidays are paid. Options for limited unpaid leave are available.

Notice Period: You will be required to give 3 months' notice if you terminate your employment (or if your employment is terminated). During the probationary period the notice required will be 1 month by either party.

Sick Leave Entitlement: Sick leave entitlement increases on an incremental scale up to 6 months full pay and 6 months half pay after five years' service.

Summary details only for the purpose of recruitment.



Produced by
Warrington Housing Association

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