



Job Description

Job Title:	Assets Systems and Data Manager
Grade:	9
Section:	Investment (Assets)
Reports to:	Investment Planning Manager
Responsible for:	Technical Planning Officer

The Job

Is to:

- develop WDH asset management system (PIMSS) or WDH approved Asset Management System (AMS) and associated processes to present and make available performance related information to a business wide audience;
- maintain the integrity and structure of all asset related data captured and managed within PIMSS or AMS and all associated software packages utilised by the Asset Management teams;
- develop a performance monitoring toolkit for use by the asset management team to provide transparency on internal and external team and stakeholder performance, as well as providing a whole lifecycle view of individual component performance;
- develop and manage asset information standards to enable effective and active assessment management ensuring the key enablers for asset planning are collated and validated maintaining integrity and traceability throughout the whole life cycle of all WDH's portfolio;
- be responsible for creating operational reports from core systems to provide business intelligence of all Assets in line with core data requirements to ensure compliance of legal and statutory obligations;
- provide comprehensive data management, analysis and a reporting function to aid development of future investment programmes and essential maintenance and servicing requirements across the WDH portfolio; and
- work to inline with "Information Security Policy" to maintain records in line with established policy. Perform Data Restoration when necessary. Running and testing of necessary backups. Perform audits of data held for Assets and Compliance.

The Bigger Picture

You will:

- be responsible for ensuring a proactive approach to asset management which includes working with the Investment Planning Manager on the financial performance of lifecycles of WDH assets and components;
- be active lead on the asset information and data operational group to drive process and any changes to ensure completeness of asset management information across all portfolio;

- be responsible for ensuring disposals and acquisitions are updated in WDH asset information system to meet information standards;
- develop a positive culture around performance, scrutiny and challenge.
- ensure appropriate model interactions and integration of various data management systems and sources across WDH;
- be responsible for ensuring asset data & information held within WDH asset management system (PIMSS) or approved AMS is up to date, accurate, complete, consistent, validated, timely, unique with no duplication; for the life cycle of each asset;
- following completion of component replacement or capital works ensure asset data is collated, validated and updated within PIMSS or approved AMS in line with asset information standards to allow asset planning;
- carry out strategic appraisals of the lifecycle of each component and fabric element of all WDH assets;
- ensure that monthly asset data validation and reconciliation exercises are carried out, and that any anomalies and exceptions are addressed closed down and an auditable evidence trail is available
- develop processes which reflect the PIMSS modelling in practice or approved AMS, to work alongside Asset Programming, providing a detailed analysis of potential options which are appraised where appropriate;
- carry out analysis of new digital platforms within asset management acting as a super user and frontend design lead;
- contribute to the planning for and subsequent collation of WDH's current stock management and information systems into a single IT based platform (PIMSS) or approved AMS;
- be responsible for ensuring close working relationships with ICT and all stakeholders to ensure the effective working of all new systems;
- work closely with colleagues and stakeholders to ensure new technologies and solutions are working effectively and at their optimum performance levels;
- be responsible for problem solving and prioritisation of work whilst balancing customer need, risk and availability of resources;
- lead on the collection, collation, validation, analysis, appraisal and review of property-related information;
- support the Investment Planning Manager and the Building Safety Manager in developing systems and processes to demonstrate adherence to all current and future regulatory requirements
- demonstrate analytical and reasoning abilities and an understanding of working systems to bring together efficient and effective changes for stronger operational performance.
- ensure that the information we hold or are responsible for is safeguarded where necessary against inappropriate disclosure; is accurate, timely and is available to those who should be able to access it.
- make sure information is only seen and amended by people authorised to do so and that amended information is accurate and complete.
- ensure that safeguards are in place to protect the integrity of data files

- ensure plans are to be prepared, maintained and regularly tested to ensure that damage done by possible external cyber-crime attacks can be minimised and that restoration takes place as quickly as possible;
- provide insights to allow decision making on asset data and information against agreed standards and the compliance framework; and
- take a lead role in actively promoting the scope, standards, purpose & benefits of the different activities across the organisation to maximise and realise value from all assets with all stakeholders and key contributors across the business.

The Day to Day

You will:

- work alongside the Investment Planning Manager and Investment Delivery Manager to focus on the four investment streams for the next five years, for example void properties, gas / heating programme, non-traditional builds and properties which are below EPC Band C;
- work alongside Investment Planning Manager, Investment Programme Manager and Compliance team to integrate any changes in legalisation or regulation into PIMSS or WDH approved AMS;
- take a lead role in localised problem solving that includes the consideration of a number of property and tenancy related issues and requires the analysis of associated information or situations;
- carry out day to day decision making based upon own workload and objectives;
- provide reports as and when required to allow decision making on asset data and information;
- provide information on complicated matters, using tailored communication skills in relation to specialist/technical issues where required and strong verbal communication skills with ability to present to a wider audience;
- be responsible for the interpretation of the requirements of the Decent Homes Standard from a component and asset data perspective and reviewing component specifications and lifecycle planning across all of WDH's assets;
- support a wide array of systems, processes and policies within the asset management team;
- provide detailed reports and gap analysis following asset management activity on the compliance status following programmes of work;
- develop templates and methodologies to allow continual development of Assets and Compliance functions linked to data management to ensure legal and regulatory requirements are met at all time;
- handle sensitive and complex data in an appropriate professional manner and ensure information is stored and processed in a matter in line with General Data Protection Regulation (GDPR);
- record and utilise information in ways that align with the day to day operational functions;
- support the organisation in order to achieve its strategic objective for all its assets;
- monitor the ongoing programmes, forecasts and performance of assets held within WDH's portfolio;

- provide comprehensive reports, information and advice to assist WDH in meeting business plan objectives, delivering promises made to tenants and achieving active asset management;
- advise managers on development and improvement to service delivery in accordance with legislative changes and good practice; develop and lead projects and planned programmes as necessary to support operational services; promote joint working and co-operation on all projects and programmes of work;
- research new initiatives in the provision of property investment and asset management and present findings for discussion with the management;
- support service reviews as required in accordance with the programme set out and agreed by senior managers;
- identify and advise on changes advised or proposed with respect to Best Value, ensuring compliance with performance requirements, legislation and Best Practice;
- develop performance management within the service area and improve efficiency; and
- ensure that related contracts are managed in a professional manner with reports to senior management on a regular basis defining performance.

Personal Contacts:

Internal:	Chief Executive, Senior Directors and Managers, Business Leaders, Supervisors and Admin employees.
External:	Wakefield Council and other Local Authorities, specialist consultants, other registered providers, energy suppliers and partners, statutory and non-statutory agencies including other RSLs, local authorities, health trusts, voluntary and private agencies, Government departments and agencies, tenant and resident organisations, Ombudsman and media representatives.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
A qualification at Level 4 of the Regulated Qualifications Framework, such as an HNC, Award, Certificate or Diploma at level 4 or equivalent in an IT, Property or Construction related subject	✓		AF/CQ	✓
Have or be prepared to work towards a professional qualification in Institute of Asset Management (IAM)		✓	AF/CQ	

Determination				
Effective time management and organisational skills with the ability to prioritise to achieve realistic targets, costs and time deadlines	✓		AF/I	✓
Effective leadership skills, using communication, negotiation and motivation	✓		AF/I	✓
Good initiative, problem solving skills, self-motivated and able to work under pressure	✓		AF/I	✓

Nous				
Experience in computerised model development /IT product development	✓		AF/I	✓
Excellent experience in data management and processing	✓		AF/I	✓
Ability to interpret and analyse large volumes of data, using advanced computer skills and knowledge of Microsoft Office suite and database applications	✓		AF/I	✓
An appreciation of social housing and matters which might affect the overall sustainability of an asset	✓		AF/I	

Ability to operate within a regulatory environment	✓		AF/I/R	
Experience of working within a customer focused environment.	✓		AF/I	
A good understanding of value for money principles with commercial appreciation and acumen	✓		AF/I	
A detailed understanding of financial modelling and investment returns		✓	AF/I	

Attitude				
A flexible approach geared to the changing circumstances and demands of the role	✓		AF/I/R	✓
High standards of personal and professional integrity.	✓		AF/I/R	
A confident, independent and effective decision maker.	✓		AF/I/R	
Commitment to continuous improvement and delivering the highest standards of customer service.	✓		AF/I	

Additional Requirements of the Role				
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF/CQ	✓
Flexible in approach with a willingness to work outside normal office hours on occasion in order to meet the needs of the service.	✓		AF/I	

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References