



# Job Description

## Asset Planning Manager

**RESPONSIBLE TO:** Head of Asset and Compliance

**RESPONSIBLE FOR:** Team of 7 including Data Analysis, 4 surveyors (1 apprentice), operational support and administration support

### **JOB PURPOSE:**

To manage the asset data and information systems for the business to ensure accurate information is held. To plan the short and medium term asset improvement programme. To effectively manage and develop team members in line with the company values. To ensure customer communication and engagement is clear to encourage increases in overall customer satisfaction.

### **'WHAT' – you do!**

- Provide insight into the condition of the stock and identify areas for improvement and actions needed outside the plan
- Work with Finance to ensure that the plan is reflected in the short and long term financial forecasting
- Ensure that plans are co-ordinated with repairs and customer service to improve the overall customer experience
- Ensure all customer questions and complaints are dealt with in line with the business KPIs
- Provide detailed management information to the Exec team on progress of the improvement program against time, cost and quality
- Ensure that the surveyors are providing accurate and timely information on the quality and progress of the commissioned works and ensure VFM
- Ensure customer feedback is sought on works to provide a clear picture on the overall performance

### **'HOW' – you do it!**

We deliver the above by displaying the following example behaviours:

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we communicate effectively across the Trust.
- Restless in your approach to finding better ways we're better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.



- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture
- Together – championing a “one team” ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams

**No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.**

## Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
<b>Behaviour - HOW</b>		
Transparent with your teams and peers	E	
Restless in your approach to finding better ways	E	
Upfront and honest	E	
Skilled - continually improving	E	
Together – championing a “one team” ethos	E	
Transparent with your teams and peers	E	
<b>Qualifications</b>		
Degree level qualification.	D	I/C
Professional or management qualification.	D	I/C
<b>Skills/Abilities/Competence – WHAT</b>		
Building capability and capacity in a changing environment	E	
Guiding strategic action through others to deliver results	E	
Strong and decisive leadership that is resilient, confident and resourceful	E	
Problem solving & making sound decisions whilst using good judgment	E	
Having COURAGE to use (good) judgement, take calculated risks, stand up for what you believe is right and do the right thing by the business.	E	
Managing a range of diverse Customer facing services	E	I/A
Engagement: a knack for using emotion and logic to communicate a persuasive vision and connect with people	E	
Effective budget Management	E	I
Effectively managing Customer expectations	E	I/A
Stakeholder Management	E	I/A
Health & Safety awareness	D	I/A





Insightful, spotting connections between the people and ideas to create a vision wider than area of responsibility.	E	I
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**METHOD OF ASSESSMENT**

- A**     **Application form**
- I**     **Interview**
- S**     **Skills Test**
- C**     **Production of Certificates**

