



JOB DESCRIPTION

Job Title:	Asset Manager
Directorate:	Investment
Location:	10 Mansfield Street, Glasgow G11 5QP
Salary:	EVH Grade 9
Reports To:	Investment Director

Overall Purpose

To support the Investment Director in developing, procuring and delivering asset management projects and other services in line with PHA's Asset Management Strategy and statutory and regulatory requirements.

Key Responsibilities

- Leading the development, implementation and regular review of PHA's Asset Management Strategy, consulting and working with colleagues across the business, advisers, customers, contractors and others, to provide assurance on health and safety, deliver value for money and effectively manage risk.
- Ensuring that routine stock condition surveys are carried out, reviewing/ interpreting output data and local knowledge to provide assurance on compliance with the Scottish Social Housing Charter, Scottish Housing Quality Standard (SHQS), Energy Efficiency Standard for Social Housing (EESH & EESH2) and other relevant statutory/ regulatory requirements or good practice, such as those relating to the evolving net zero carbon agenda.
- Overseeing and advising across the business on effective and compliant procurement, performance management, monitoring and quality/ cost control, but specifically in relation to PHA's asset management and investment planning activities.
- Ensuring procurement activities adhere to regulatory and organisational standards.
- Leading the development, implementation and review of PHA's Asset Management Strategy, evaluating and benchmarking stock condition data, optimising investment plans and consulting with stakeholders to deliver value for money, customer satisfaction and mitigate risk.
- Effectively managing contracts to ensure positive outcomes and high service standards.
- Ensuring that the quality of property assets data is robust and well maintained, so that it provides an accurate and meaningful basis when undertaking strategic portfolio reviews to inform investment programme priorities.
- Being responsible for and providing assurance on compliance with health and safety legislation/ regulations in relation to PHA's stock as well as factored properties where PHA/PWL has an interest.
- Supporting the Investment Director in managing and administering New Supply and development projects.

- Working closely with the Factoring team to ensure that common planned/ mandated works and contracts in mixed tenure blocks are delivered effectively in line with specification, on time and within budget.
- Actively contributing as a member of the Management Team, working operationally with other managers from across the business and strategically with our Leadership Team and Board to drive forward Partick Housing Association's vision, values, and business strategy, including organisational / cultural change.
- Working closely with the Property Services team to ensure any key strategic issues arising from reactive, cyclical and void works are identified and addressed appropriately within the context of asset management and investment planning.
- Supporting the Investment Director in developing effective strategies, policies, services and partnership approaches to meet the changing needs of our operating environment and customers.
- Managing staff effectively: agreeing objectives/ targets, reviewing performance, addressing training/ development needs and taking disciplinary action when required.
- Setting, profiling and managing allocated budgets and other resources, contributing to annual budget setting and Business Plan reviews.
- Ensuring excellent customer care, proactively working in partnership with customers to ensure that their feedback shapes our continuously improving service and performance standards.
- Ensuring effective communication, in plain language, both internally and externally; ensuring that people are informed, engaged and find it easy to access our services, understand our decisions; and that we provide transparent information on costs and value for money.
- Ensuring that customer complaints are addressed within target timescales and address any learning points or potential service improvements.
- Optimising the use of ICT to model data and plan scenarios, report key performance indicators, drive efficiency improvements, increase productivity and develop services to meet changing business needs.
- Producing accurate and timely performance data, including information required for statutory and regulatory returns such as the Annual Return on the Charter (ARC).
- Working with internal and external auditors and consultants on providing management information as required.
- Producing reports/ presentations and as required attend Boards, Committees, Working Groups and Scrutiny Panel.
- Any other duties as required and identified by the Investment Director.



PERSON SPECIFICATION

Job Title: Asset Manager

Directorate: Investment

Date: May 2026

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
<ul style="list-style-type: none"> Educated to degree level <u>or</u> equivalent relevant experience (5+ years) such as property maintenance, asset management, construction, housing, surveying or architecture. 	✓	
<ul style="list-style-type: none"> Relevant professional qualification, but this may be substituted in exceptional cases where substantial direct relevant experience and appropriate skill set can be demonstrated. Commitment to work towards relevant professional qualifications is required. 	✓	
2. Skills and Abilities		
<ul style="list-style-type: none"> A dynamic self-starter who thrives on service excellence, customer focused, frontline knowledge and innovation. 	✓	
<ul style="list-style-type: none"> Ability to manage projects, contractors and suppliers effectively. 	✓	
<ul style="list-style-type: none"> Excellent interpersonal skills and ability to work in partnership. 	✓	
<ul style="list-style-type: none"> Excellent written, verbal and numerical skills, including the ability to present complex or technical information clearly to a variety of audiences. 	✓	
<ul style="list-style-type: none"> Good working knowledge of ICT systems in managing contracts and performance, including Microsoft Word, Project, Excel and databases, etc. 	✓	
<ul style="list-style-type: none"> Effective understanding of Health & Safety and procurement statutory/regulatory requirements. 	✓	
<ul style="list-style-type: none"> Ability to interpret and apply housing legislation and regulatory requirements (ARC / SHQS / EESH / EESSH2, etc). 	✓	
<ul style="list-style-type: none"> Delivering excellent customer service and effectively managing customer feedback. 	✓	
<ul style="list-style-type: none"> Focus on service quality, value for money and continuous improvement. 	✓	
<ul style="list-style-type: none"> Providing leadership and working in partnership with others. 	✓	

3. Experience and Knowledge		
• Significant relevant experience of working at a senior level to deliver asset management and investment planning, preferably in the social housing sector.	✓	
• Working knowledge of delivering effective asset management and investment planning services and relevant legislation/ regulations.	✓	
• Track record of delivering effective procurement and contract management.	✓	
• Proven experience of working in a supervisory/ management role, leading teams and effectively motivating others.	✓	
• Proven experience of setting and achieving challenging performance targets.	✓	
• Track record of developing policies/ initiatives and benchmarking best practice, innovation and smarter ways of working.		✓
• Experience of working with governing bodies would be an advantage.		✓
4. Other Requirements		
• Commitment to continuing professional development	✓	
• Can commit to evening and weekend working when required.	✓	
• You are also required to undertake any other duties within your capabilities as may be reasonably required.	✓	