

2023

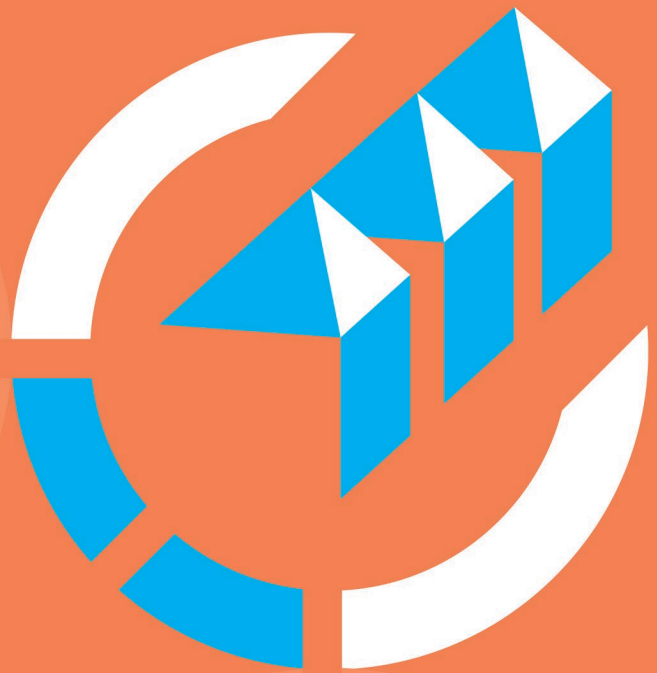


North & East
Housing Association

Building & Supporting Communities

Recruitment Pack

Manager - Asset & Facilities Management





About North & East Housing Association

North & East Housing Association exists to provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland. We support thriving communities through quality housing and continuing support for our tenants. We are a values-based organisation and a not-for-profit business with social objectives, which means that all our resources are reinvested in providing homes for those in need of housing.

We provide housing management and tenant support services to tenants in twenty-six locations across eleven local authority jurisdictions. North & East is primarily a general needs AHB but it also provides housing services with partners that focus on housing for people with specific needs.

The Association's Vision is ***'to provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland.'*** This Vision is underpinned by three values –



Tenant Centred

- We communicate with tenants in a clear and respectful way and ensure that their voice is heard throughout the organisation.
- We make our tenants aware of their rights and obligations as tenants.



Trustworthy

- We are committed to the highest standards of governance as an AHB and as a Registered Charity.
- We are careful stewards of our housing stock and are committed to high standards of accessibility and environmental sustainability.



Collaborative

- We work in partnership with Local Authorities, Government agencies, other housing associations, voluntary bodies and private developers who share our commitments and values.



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Why Work with North & East?

Working with NEHA you will benefit from a highly supportive working environment and an attractive benefits package which includes the following:

- CIH membership and professional body fees
- Competitive salaries
- Free parking at NEHA offices
- 25 days Annual Leave
- Company Additional Days
- Hybrid Working – on completion of 3 month's service.
- Individual Training & Development Programme
- Employee Assistance Programme
- PRSA Pension Scheme
- Enhanced Maternity & Paternity Benefit
- Travel & Subsistence Allowance
- Death in service benefit.





POSITION:	Manager- Asset and Facilities Management	REPORTING TO	Chief Executive Officer
Contract:	Full-time Permanent	LOCATION:	Head Office, Blanchardstown & other office bases as agreed.
Salary Scale:	€61,065 to €82,066	DATE:	October 2023

Principal Objective of Position

To lead in the implementation of NEHA's asset management strategy. To manage and lead a professionally qualified technical team in the provision of repairs, cyclical and planned maintenance programs and provide technical support to the development and Housing Services function of NEHA. To work as a member of the management team of North and East Housing.

Responsibilities

1.0 Leadership

- Play a leadership role through membership of the Management Team as Manager - Asset and Facilities Management.
- Implement asset management elements of the organisation's Business Plan
- Lead and develop a team of dedicated professionals supporting them to deliver the objectives of the asset management strategy.
- Champion the mission & values of North and East.

2.0 Asset Management

- Compiling annual Asset Management budgets, using stock condition information and upcoming changes to legislation.
- To implement specific projects involving assets, working with external consultants and partners, and liaising with all relevant stakeholders
- Demonstrate understanding of asset management principles which underpin the development of durable low maintenance property.
- A continuing programme of Stock Condition Surveys and maintenance of a stock database which underpins investment decisions.
- Producing detailed long-term investment programmes
- Maintaining a 30-year projection of maintenance spending
- Assessing, drafting specifications, tendering, procuring, and managing contracts to maximise investment for planned and cyclical works.
- Ensuring that the role PSDP and PSCS on commissioned projects.



3.0 People Management

- To identify and agree staff/ team training needs and encouraging, supporting, and evaluating staff training and development in line with the business objectives.
- Drafting and agreeing a PDP plan for team members in consultation with HR.
- Ensuring relevant staff are maintaining their own CPD requirements.
- Keeping informed of key technical and regulatory developments and making relevant information available to team members.
- Planning staff resources in consultation with HR.

4.0 Financing the service.

- Holding and managing the budget for repairs, maintenance, and improvement work.
- Ensuring an awareness and appreciation of cost is evident in the planning, execution, and monitoring of all work.
- Undertaking reviews to reveal and design out waste.
- Liaising with Finance to undertake value for money reviews.
- Procuring and tendering in ways that ensure value for money.
- Where possible, leveraging in additional resources to reduce investment costs.

5.0 Maintaining Stock

- Managing the responsive repairs maintenance contracts.
- Managing the planned & cyclical maintenance programme.
- Managing facilities and estate management maintenance
- Engaging specialist contractors where appropriate.
- Providing, specifying, procuring, and managing contracts for all repair works.
- Monitoring performance of asset and repairs functions.
- Managing the void works process.

6.0 Health & Safety

- Ensuring that the organisations portfolio meets regulatory legislative standards.
- Managing the Health & Safety function through the Health & Safety Officer.
- Supervising the drafting and production of Safety Reports.
- Ensuring that all relevant Incidents are reported to the Health & Safety Authority.
- Planning the annual safety servicing of components in tenants' homes.
- Planning the annual safety servicing of facilities in apartment blocks and offices
- Undertaking investigations where appropriate.

7.0 Supporting Tenant Engagement

- Support/facilitate NEHA's tenant engagement strategy relevant to Asset Management.
- Supplying technical support to facilitate enhancement work to communal areas.
- Planning and Organising energy retrofits.
- Co-ordinating the work of specialist consultants such as fire and structural.
- Providing repair diagnostics for housing services staff.
- Performing a liaison role between housing management and contractors.
- Advising upon property improvements works.



8.0 Monitoring Performance

- Negotiating and agreeing annual performance measures with the Chief Executive.
- Ensuring delivery of key performance targets for all operational activity.
- Liaising with Management Team colleagues to deliver regular reports on performance.
- Preparing reports which accurately reflect the Association's performance to all external stakeholders Ensuring continued enhancement of all stakeholder relationships, including LAs, Department of Housing Planning Community and Local Government & partner organisations from the statutory, not for profit and private sectors.

9.0 New Development

- Providing technical due diligence and life cycle cost assessment of new business opportunities.
- Providing and managing a Clerk of Works service as required.
- Undertaking and commissioning Building Surveys & valuations to support acquisitions.
- Contributing technical expertise to corporate publications such as the Design Guide.
- Managing the Snagging and Handover process in consultation with the Technical Team.
- Managing the Defects Period for all new developments in consultation with the Technical and Development Teams.

10.0 Innovation

- Use professional knowledge and experience to identify innovative proposals for asset management and use of the organisation's assets in support of the corporate strategy.
- Understand and develop existing business proposals to increase their scale and applicability.
- Through deep understanding of the work, developing effective measures and by maintaining a knowledge of product, service and industry developments ensure North and East, and its customers benefit from innovation.
- Ensure value for money in all that we do for both North and East, and its customers. Ensure that activity minimises negative impacts upon the environment.
- Structure 'Pilot Projects' to test new initiatives.

11.0 General

- Conducting all activities in a manner which is safe to yourself and others. To be aware and act in accordance with the Association's Health and Safety Policy.
- Contributing to the effective delivery of a Quality Service through the formulation, review and proper implementation of policies and procedures.
- Complying with the requirements of Data Protection, Equal Opportunities and Equality legislation.
- Undertaking tenders and quotations procurement.
- Undertaking the selection and procurement of contractors.
- Undertaking the procurement of consultants.
- Participating on forums/working groups/committees as required.
- Contribute to the on-going activities of the senior management team.
- Undertaking other occasional duties which are consistent with the responsibilities of the post.

This job description is not definitive or restrictive and will be subject to periodic review.



Competencies required:

- Project Management
- The ability to work as part of a team.
- Strong customer care skills.
- Excellent and confident communicator at all levels.
- Evidence of high level of numeracy and report writing
- Strong analytical skills/ability to prioritise & problem-solve.
- Self-motivated, decisive, and persuasive.
- To plan and organise at organisational and personal level.
- Ability to work under pressure and flexibly.
- Ability to set, satisfy and exceed targets.
- Commitment to the delivery of quality services.
- Be familiar with construction/development processes with an ability to assess outputs.
- Possess extensive experience of engaging and working with a broad range of construction professionals.
- Have broad experience of a range of residential building projects.
- Exhibit a good understanding of successful design and awareness of design requirements for specific client groups.
- Commit to engaging with key stakeholders (including Housing Management staff and tenants) to improve the design and construction process.
- Demonstrate understanding of asset management principles which underpin the development of durable low maintenance property.

Qualifications, Skills, and Experience required for the satisfactory performance of these duties:

- Third level related qualification preferably at master's level.
- SCSl/RICS Membership or relevant professional property/construction qualification.
- Demonstrates knowledge of building technology and asset management Understands housing policy and practice.
- Experience of working in a housing/property environment at a senior level.
- Experience of developing policy and strategy.
- Previous technical/construction/development experience in social housing.
- Experience of preparing / managing cyclical / planned works maintenance programme.
- Experience procurement / contract supervision.
- Ability to work accurately / attention to detail.
- Financial control and budget management skills.
- Knowledge of Health and Safety legislation and compliance within a construction setting.
- Experience of carrying out development feasibility studies.



- Excellent working knowledge of property processes involved in construction and development.
- Takes ownership for effective development and implementation of strategy and business plan.
- Handles conflict situations in a confident and positive manner and is tenacious in achieving objectives.
- Adapts leadership style appropriately, to any given situation & inspires loyalty through personal integrity.
- Experience of managing a team to delivering business objectives as a member of a management team.
- Willingness to travel and if required overnight stays for work purposes.
- Full driving licence and use of car / Ability to meet the mobility requirements of the post.

REPORTING STRUCTURE (number of team members supervised in this job):

Directly: 3

Indirectly: 0

KEY RELATIONSHIPS:

Internal

Tenant Services, Finance, Development, Corporate Services and Board.

External (not exhaustive)

Tenants, Agencies, Local Authorities, Contractors,

HOW TO APPLY

If you are interested in this role, please submit your cv and a detailed a covering letter outlining your suitability for the role to hr@neha.ie by 5:00 pm on Thursday 9 November 2023.

If you have any queries around the role, please e-mail hr@neha.ie



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