

# Director of Assets and Safety

## Job Description

Department: Property Services

Location: Groupwide

This is a leadership and delivery role at Director level within the Group which gets things done in terms of being responsible for the strong leadership and direction across the Planned Investment, Building Safety, Customer Safety and Compliance teams. It also about the delivery of the Group's corporate plan to ensure The Group has the correct legal compliance framework, performance standards, operating systems, processes & support in place. The role will also ensure that The Group's buildings remain well maintained and our customers are safe in their homes.

It is all about living our values and all Directors will be expected to demonstrate a commitment to our Group values and behaviours daily. This demonstrable commitment underpins our fundamental leadership aspirations for the Group and for the colleagues that we lead.

Our personal objectives will be set around these leadership aspirations which include:

### Working together

- Ensuring that agreed actions and decisions are progressed
- Developing and empowering teams who report to you by setting clear objectives and giving constructive feedback
- Communicate effectively within teams, across your directorate, the Group and with customers
- Championing a culture of working with other teams and with external providers on complex deliverables
- Leading the team on a journey to excellence

### Getting things done

- Taking accountability to resolve issues that may not be part of your specific role
- Ensure that changes are managed effectively and provide leadership and accountability to ensure that things get done
- Ownership of tasks and projects to explain what needs to be done and when to deliver on time and to budget
- Tenacity and resilience to make things happen

### Doing the right thing

- Providing clear leadership and driving results
- Keeping Equality, Diversity and Inclusion at the forefront of decision making, actions and behaviours at all times
- A demonstrable commitment to customer service excellence
- Ability to interpret plans and timescales for customers and to go the extra mile when needed

## Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

### Key Responsibilities

- Provide subject matter advice across the key strands of property compliance and building safety legislation and developments in statutory compliance
- Ensure the Group has compliant systems data that is relevant and up to date, in line with statutory, regulatory and policy requirements and all required certification is received and stored effectively
- Ensure processes support the Group to achieve legislative and operational targets/KPI's
- Regularly report property compliance and building safety obligations, performance, and strategy. Monitor performance against external benchmarking.
- Create and monitor a framework for quality assurance across the key areas of compliance
- Ensure control mechanisms and accurate management information
- Manage and monitor the delivery of Compliance Team budgets, drive through continuous improvement efficiencies to achieve a value for money service is delivered to/for residents. Plan and manage appropriate budgets to ensure The Group fulfils its legislative requirements
- Accountable for contractor performance to ensure standards are being met in line with agreed contracts and legislative obligations
- Develop and implement effective resident engagement across the key strands of compliance
- Ensure the Group are aware of all legal amendments and requirements in relation to building safety along with good practice and include all necessary approved changes within the group's policies and procedures
- Lead, manage and coach to inspire your teams effectively to drive positive staff engagement
- Work with colleagues across the business to ensure their areas of operation are compliant, ensuring support and guidance is proactive and supportive
- Build effective professional relationships, management, and reporting structures with contractors to ensure best value for money is achieved for The Group
- Challenge and offer different perspectives to achieve the best outcome while identifying and mitigating possible business risks and threats
- Has a clear purpose, a structured approach and monitors progress. Prioritises the use of resources in line with business requirements
- Understands the organisational context and our role in delivering value for the business and customers. Builds commercially relevant relationships and identifies business opportunities, understands business financials and the commercial impact of actions and decisions
- Considers and involves others to develop positive working relationships with all stakeholders and fosters cross-functional collaboration
- Expresses information clearly and simply to convey key messages and influence people. Interacts with others in a positive way, willingly communicates difficult messages

## Person specification

### Attributes

#### 1. Skills, knowledge, experience and abilities

##### Essential

- Proven extensive experience of regulatory and legal issues related to the property services function.
- Proven experience of providing expert, up-to-date subject matter, and best practice advice across the key strands of property compliance and building safety legislation, and developments in statutory compliance
- Experience of building productive relationships with key internal and external stakeholders
- Experience of leading effective quality assurance frameworks
- Proven ability to understand overall business objectives and work with a commercially challenging and evolving operating model
- Proven experience of leading effective contractor performance
- Able to proactively and effectively communicate and influence across all levels of the company. Capable of quickly engaging audiences at all levels. Able to bring clear thinking and the ability to simplify for peers and the organisation
- Ability to interpret financial information, analyse complex data and present information in an accessible way, to manage budgets and make sound financial decisions, continuously striving for better value for money
- Ability to work effectively in partnership with Board members, executives, staff, customers, and external stakeholders; with the ability to engage effectively at all levels and to present complex information in an accessible way.

##### Desirable

- Experience of working within the social housing sector at a senior level – ideally for a minimum of 5 years
- Demonstrable track record of experience of working with regulatory or other bodies

#### 2. Leadership/management

##### Essential

- A proven outstanding leader and coach, with the ability to develop their People and mobilise decisions through the entire business
- Credible, experienced, and able to quickly gain the trust of the team, the wider organisation and the Executive Management team. Able to bring experience of the practicalities of senior management and demonstrate accountability
- An ambassador for Group values
- Ability to identify and see the potential of innovations to deliver efficiency and an improved service offering and to orchestrate, lead and manage successful change
- Strategic vision and foresight, with experience of developing risk assessed organisational strategies and

##### Desirable

- Experience of involvement in large scale people change programmes

plans, based on a thorough understanding of the organisation and its goals, and best practice, and able to translate that understanding into achievable but ambitious actions

**3. Qualifications/  
professional  
development**

**Essential**

- RICS/MCIOB qualified to chartered level or equivalent Degree level qualification or qualified by experience

**Desirable**

- NEBOSH qualification

**4. Circumstances**

**Essential**

- Post holder will be required to work from other company locations
- Able to work flexibly to meet customer and business needs including evening and working weekends

**Desirable**

- Driving licence and access to a car as regular travel required in the role to places which are not always accessible by public transport