



Rooftop

Housing Group

Head of Asset Management Recruitment pack

Our mission

**We build great homes and support successful lives by being
a better business**

Our Values

Everything we do, for our customers and for each other, is underpinned by our values



WE WORK TOGETHER

We talk
We listen
We network



WE MAKE THINGS BETTER

We solve
We learn
We evolve



WE DO THE RIGHT THING

We own
We support
We act!



We are looking for an exceptional leader to join our committed and competent Leadership Team, shaping the Strategic and Operational delivery of Rooftop's Asset Management.

Operating since 1994, we have assisted people with a housing need to gain an appropriate home.

We are at the heart of our communities, serving our customers by listening and acting on their direct feedback.

Our Corporate Vision 2018-2023 sets our ambition for the years ahead and together with our annual business plans we are organised and focussed on our performance, business objectives and projects.

At Rooftop, our values underpin all that we do and are looking for an individual that can demonstrate a commitment to **working together, making things better and doing the right thing.**

You will be rewarded by a market values salary together with an extensive Rewards and Benefits package. A full range of our rewards and benefits can be found at the end of this pack.

We want you to be the best you can be by giving you access to our Leadership and Management Development Program to enhance your existing skills and ability.



We have **Your Voice**, a two-way communication method, involving and engaging employees throughout the Group. Your Voice enables everyone to have their say and influence the ways we work.

Our awards and accreditations:

- The Sunday Times 100 Best-Not-For Profit Organisations to Work For 2015, 2016, 2017, 2018 and 2019
- Travis Perkins Managed Services award for Most Innovative In-House Repairs Contractor (with our partner Platform Living)
- ISO 9002:2008 - responsive maintenance services
- ISO 9001:2008 - planned maintenance and improvements
- Disability Confident Employer
- Customer Service Excellence Award 2015
- The Queen's Award for Enterprise 2015 with our Matrix partners
- EROSH winner of Innovation and Good Practice award 2015
- Housing Excellence Award Social Landlord of the Year – Small 2014
- CHS Service Excellence standards 2014
- Wychavon District Council Distinction in Homes – New Build and Sustainability Design award 2014
- LABC Building Excellence award for Best Social or Affordable New Housing Development (Blakes Hill) 2014
- Vale of Evesham Civic Society Award for Sustainable Homes at Blakes Hill 2013
- CIH Digital Communications Excellence award 2013

Rooftop Housing Group Structure



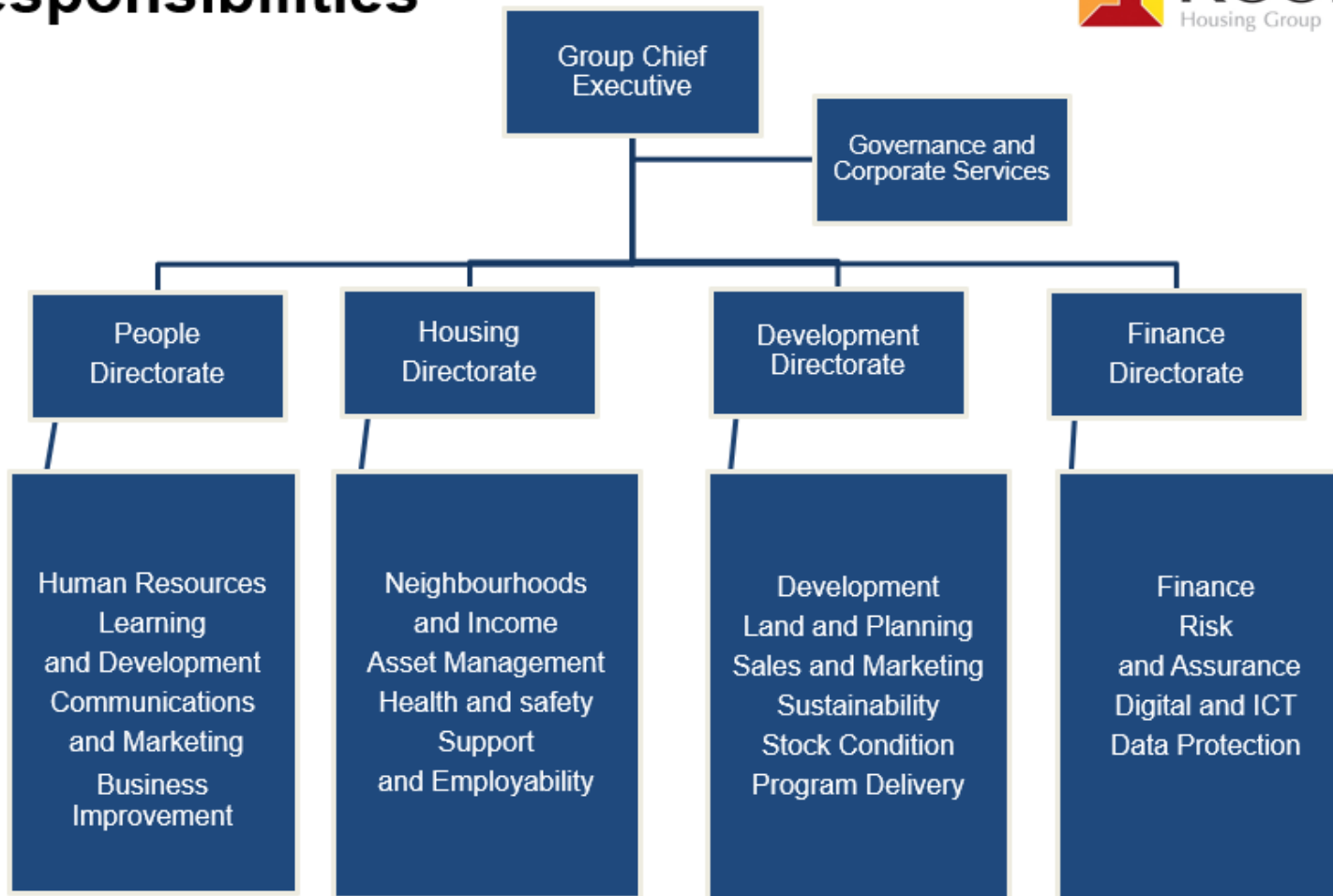
Rooftop Housing Group Limited (Rooftop)

The Group parent is a non-asset holding, non-charitable Registered Society with the Financial Conduct Authority (FCA) (29661R). It is also a Registered Provider of social housing by the Homes and Communities Agency (HCA) (L4404). It does not own any homes but provides all operational and corporate services, including treasury management, information technology and employs all human resources for the whole Group. It was formed on 13 November 2003. The shareholders of RHG comprise Rooftop Housing Association Limited, Rooftop Homes Limited and the members of the parent board.

Rooftop Housing Association (RHA)

Until 2014, RHA was known as Evesham and Pershore Housing Association (EPHA). RHA is a Registered Society with the FCA (27786R) and is also a Registered Provider of social housing with the HCA (LH4050). RHA was initially established as an asset holding non-charitable body in 1994 to take a transfer of 4020 homes from Wychavon District Council in Worcestershire. RHA converted to charitable status in 2003 and provides most of the affordable housing held by the Group meeting charitable criteria. Shareholders include RHG, current and former board members together with a limited number of residents.

Executive structure and responsibilities



Role description - Head of Asset Management

Reports to: Housing Director

Responsible for: Asset Manager
Repairs Manager
Health & Safety Compliance Manager

Location: Evesham with travel to other sites

Purpose of role

To effectively lead and manage the asset teams in relation to landlord healthy and safety compliance, repairs, and asset management.

To effectively manage, maintain and invest in our assets to ensure that our homes meet current legislative homes standards.

To act as the partner representative for our Cost Sharing Vehicle with Platform Property Care delivering responsive repairs, gas servicing, planned and grounds maintenance.

Key responsibilities

Develop and ensure delivery of our Asset Management Strategy and all associated policies and programmes.

Act as Rooftop's principal partner and contract administration for all work of an asset management nature, to include budget monitoring, collecting KPI data and quality controls.

Procure and develop strategic programmed maintenance contracts with selected contractors, ensuring successful partnership working.

Take overall responsibility for the development of the Rooftop Asset Management System (RAMS) and take responsibility for the production of accurate stock condition surveys.

To ensure the effective delivery of all responsive repairs, gas servicing, cyclical, planned and grounds maintenance works and any ad-hoc projects within set budgets and in a timely manner.

In conjunction with the Development Director, ensure a strong performance in relation to Sustainability, supporting evidence for Stock Evaluation, review, and the delivery of the Living Homes Standard.

Responsible for all matters relating to asbestos, including strategy, survey, register and external agencies and for ensuring that properties are compliant with asbestos legislation.

Maintain awareness of new initiatives in service provision and technology and be fully aware of any implications of changing legislation, ensuring that these are incorporated into Rooftop's policies and procedures as required.

Prepare, maintain, and take responsibility for annual programmes and budgets. Effectively manage various budgets, including the CSV, planned works, health and safety and office

facilities, as agreed by the Housing Director, in accordance with agreed policy and procedure, ensuring value for money and maximising efficiency.

Prepare and present accurate, effective, and timely reports to the Boards and Committees of Rooftop as required.

Provide a comprehensive "contract procurement service" to internal customers and act as lead officer across the Group, in procuring property maintenance services and contracts.

Health and Safety Compliance

Responsible for ensuring effective management of compliance and health and safety across the organisation aligned with all statutory regulations, approved Codes of Practice, official guidance standards and best practice.

Through the Health & Safety Compliance Manager, ensure that all records and assessment are accurate and comprehensive and that contractors and the Asset Manager are advised of all actions required to ensure ongoing compliance:

- Gas safety, Fixed wiring electrical testing and portable appliance testing (Domestic and Communal), Legionella and water hygiene testing and risk assessment, Communal Asbestos (Domestic and Communal), Emergency lighting, Dry risers and fire equipment, Fire panels, Fire safety risk assessments, Lightning protection systems, Auto units, Lifts/Stairlifts and any other compliance areas

Ensure a robust risk management approach so that performance is accurately monitored and reported. Working with the Risk and Assurance team to manage and maintain compliance related risks within the Group's risk register and preparing and monitor a compliance risk register.

Ensure all appropriate health and safety risk assessments are in place, making sure staff are aware of and adhere to any specific instructions with regards to their H & S.

Ensure fully compliant internal audits, providing assurance to the Audit & Risk Committee and Board for fully implementing all actions identified.

Line management responsibilities

Effectively lead and manage direct reports and the team, ensuring that they exercise their responsibilities in full.

Provide regular one to ones and reviews to manage employee performance, in accordance with company policies, procedures and guidance.

Manage absence related matters, including conducting return to work meetings and promoting employee health and wellbeing.

Delegate responsibilities based on competence of employees and the needs of the organisation to promote development and team working.

With the support of the Learning and OD Manager, ensure that employees receive all mandatory and specialist training.

Take responsibility for ensuring that key company messages and activity are communicated to direct reports and team members.

Ensure that direct reports and teams exhibit the company values and behaviours.

Other responsibilities

Maintain high standards of probity and develop an open and honest culture in line with the Group's chosen codes of governance, the Employee Code of Conduct and Probity Policy.

Proactively support the organisation to retain and maintain G1 status.

Be fully aware of and comply with the relevant regulatory standards.

As a Head of Service and a member of the Leadership team, be responsible for achieving the organisation's objectives and ensure that activities are carried out to the highest standards of integrity and professionalism.

Role specification		
Area	Essential	Desirable
Level of educational/professional qualification	Professional qualification in construction or maintenance related discipline.	Corporate membership of CIH, RICS or CIOB
Experience	Extensive experience in a leadership role in housing or building services sector Proven track record of successful asset management at senior level Experience of delivering successful partnering contracts Partnership working with multiple stakeholders Evidence of strong procurement and contract management expertise Able to demonstrate evidence of effectively managing large budgets Project management in construction/housing environment	
Skills/knowledge/aptitude	Effective, competent, and highly organised leader and manager Evidence based skills and knowledge of asset management Knowledge of legislative and financial framework relating to asset management Ability to develop policies, procedures and write comprehensive reports Excellent written and verbal communication skills with strong influencing and presentation skills Meets working deadlines and manages conflicting priorities IT literate – Microsoft Office	
Additional information The post holder may be required to work some early evenings or weekends to attend meetings. The postholder will be a contact for Platform and may be contacted out of hours.		
Values and behaviours		
We work together: We talk We listen We network	We make things better: We solve We learn We evolve	We do the right thing: We own We support We act

The above duties and responsibilities may vary from time to time, to enable us to meet the needs of the business. You will be consulted regarding any such changes.

Please sign and return a copy of this role description, to the Human Resources team, to confirm that you have read and understand your duties and responsibilities.



Pay, Rewards and Benefits

Work location	Evesham office with travel to other sites
Hours per week	37 hours, Monday to Friday, flexible and agile working
Annual salary	£66,847 per annum
Annual leave (holiday)	27 days each year plus 8 bank holidays and 1 additional concessionary day (normally the day after Boxing Day). One extra day will be added for each full holiday year of service up to 5 additional days.
Pension	Social Housing Pension Scheme – CARE pension, minimum 4% with a matching employer contribution up to 9%.
Life assurance	Either your next of kin or nominated person to receive three times your annual salary.
Annual professional membership fees	One annual professional membership fee paid if relevant and required for your role.
Free car parking	Free car parking is usually available in one of our Head Office car parks, the projects and schemes.
Exceptional Contribution Awards	Annual performance award for exceptional contributions.
Celebration Awards	An individual present or lunch to celebrate great work, significant performance or life events or even long service.
Group funded Health plan	Health cash plan including a range of treatments. 24-hour free confidential phone helpline for employees and families at the same address (Employee Assistance Programme (EAP)). Free confidential telephone counselling service and up to 8 free confidential face to face counselling sessions.
PERKS	Online discount for shops, supermarkets, cinema, insurance, and holidays.
Gym and health club membership discount	25% off discounted Rivers (Wychavon) membership fees or members of other gyms can claim equivalent.
Cyclescheme	Facility to purchase a bike and equipment, with up to 50% savings on National Insurance and income tax dependent on salary.
New home leave	2 days' paid leave to help you with a house move once you have completed your probationary period.

Leadership and Management Development Program	A bespoke program for leaders and managers, ranging from insights profiling to effective leadership and people management.
Funded training and sponsored qualifications	To support with personal development and career progression.
Occupational sick pay	From day one.
Family life	Enhanced occupational maternity, paternity and adoption pay.
Bereavement leave	Up to 3 days' paid leave to support you if you have a family bereavement.
Volunteering scheme	15 hours paid volunteering leave each year to be matched by a commitment from your own time by annual leave.
Hospital appointments – paid time off	Three hospital appointments in work time. up to three hours per appointment each year.
Casual car user or Essential car user monthly allowance	45p per mile can be claimed for business miles by casual car users. Annual allowance paid monthly to support those who use are essential car users.
Free tea, coffee and soft drinks	Tea, coffee and soft drinks are provided at all Rooftop office locations.
Christmas celebration	A contribution from Rooftop for each employee towards their Christmas event (team lunch or Christmas party).
Sports & Social club - SaS	Monthly contribution of £2.50 for subsidised outings and events.
Enhanced redundancy payments	Uncapped weekly redundancy payments In case of redeployment, salary protection of up to 18 months to a maximum of £2,000 per annum
Reservist leave	5 days' paid leave to attend compulsory training for non-regular forces

Equality, diversity, and dignity at work

To make sure we have an equal and diverse workforce, we try to create a culture that promotes equality and diversity in all aspects of employment, including recruitment and selection, training and development and employment practices.

We want to encourage people from underrepresented groups to apply for our jobs, so our workforce reflects the profile of the local communities and our residents. We also value the contribution that employees who consider themselves to have a disability make to our workforce.

Dignity at work

We are committed to working towards creating a working climate in which all employees are treated fairly and with dignity and respect. We aim to:

- prevent acts of discrimination, exclusion, unfair treatment and other negative or demeaning behaviours
- demonstrate our commitment to equal opportunities for all
- respect and value differences
- be open and constructive in our communications
- handle conflict fairly and be fair and just in our dealings
- develop positive behaviours in our employees

Safeguarding

We recognise that safeguarding adults and children is everyone's responsibility and that our role to be that of prevention and early detection and to work with lead agencies when there are suspicions or allegations of abuse. Disclosure and Barring checks (DBS) will be undertaken where appropriate and this will be advised in the role description.

General Data Protection Regulations

To ensure a fair and consistent recruitment process, we need to collect relevant personal details. We comply with all current and appropriate data protection legislation, guidance and company policy when collecting, holding, processing, and using personal data that you provide. This means that your personal data will only be used in accordance with the above and will be treated as confidential.

As part of your registration and application through our online recruitment portal, you will be provided access to the Vacancy Privacy Statement and Privacy Policy. If you are successful in your application for employment with Rooftop, you will be provided with a copy of our Privacy Notice.

We will store your application data for 6 months. After this period, it will be fully deleted. If you do not wish for your information to be retained, please let us know.

How to apply

For more information about Rooftop Housing Group, please visit our website www.rooftopgroup.org

To apply, please send us your CV with a covering letter explaining how you meet the criteria for the role to hrgeneral@rooftopgroup.org

The closing date for applications will be 5pm on Wednesday 15 July 2020.

Interviews to take place on **Wednesday 22 July 2020.**

Short-listed candidates will be invited to attend an interview, those who are not successful will be notified.