

THE PIONEER GROUP

Job Description

Asset Officer

Team/Department	Asset Management and Development
Responsible to	Asset Manager (Quality and Performance)
Responsible for	N/A
Job purpose	<ul style="list-style-type: none">• To support the Asset Manager (Quality and Performance) in developing and delivering robust systems and process improvements using Lean Six Sigma toolkits and frameworks where appropriate.• To support the Asset Manager (Quality and Performance) in improving the use of data intelligence within the department and wider organisation by developing a library of self-serve and automated data analysis tools as well as providing ad-hoc data analysis services to support decision-making.• To support the delivery of the Group's Asset Management and Housing Development strategies through the collection, analysis and management of high quality data to inform current and future investment decisions, including options appraisals.• Ensure data quality and robust performance management by contributing to the development and implementation of a quality assurance framework and thereafter conducting and reporting periodic audit results.• To provide support to the AMD team on day to day matters, provide ad-hoc data requests, Microsoft office support, and Housing Development data analysis and management.
Working environment	Office based.

KEY TASKS AND OUTCOMES

1. Thinking

- Consider and propose improvements to systems, processes and the asset management and housing development services generally to achieve continuous improvement.
- Contribute to the appraisal of the Group's property assets, including site specific options appraisals for those assets that are under-performing and/or are no longer of strategic importance to the Group.

- Provide clear and robust reporting of all appropriate activities and provide exception reporting that indicates the options to bring performance back on track.
- Support the Asset Manager (Quality and Performance) to develop and subsequently manage a new quality assurance framework to drive better contract management of services across all responsibilities.

2. Delivering

- Support the production of project plans and undertake resulting works to address systems and process improvements.
- Collect monthly data from a number of sources and submit all departmental and business unit performance indicators to the corporate performance management database.
- Prepare the monthly Asset Management and Development Performance Report, confirming all departmental submissions, including hyperlinked documents and review of report commentaries.
- Develop and keep under review performance measures
- Undertake regular performance and data audits to ensure robust information systems and record keeping.
- Act as gatekeeper to the Keystone Asset Management System and update the Stock Condition database with programmed works completions, results of asbestos management surveys and support production long term investment schedules.
- Support the Asset Manager (Quality and Performance) in developing on-line systems to provide effective monitoring of all service contract works.
- Develop reports directly from business system data using Business Objects and Keystone Data Reporting Toolkits.
- Regularly benchmark services with other providers in terms of cost and quality, ensuring VFM is being achieved.
- Provide relevant and meaningful management information to colleagues, contractors and other partners to determine current and future performance and to identify areas for improvement.

3. Relating to Others

- Ensure open effective communication is maintained with the team, project improvement groups and all other stakeholders to support the effective delivery of asset management and housing development services.

4. Managing Self

- Maintain the highest standards of personal and professional integrity and conduct.
- Keep abreast of new developments in asset management and evaluate the feasibility of any new approaches.
- Undertake learning and development activities, including regular attendance at training events and conferences.

- Actively participate in regular supervision sessions with line manager and in the Group's Performance Review scheme.

5. Other

- To undertake any other reasonable duties as required by The Pioneer Group.

Person Specification

Asset Officer

How do you meet our requirements?

Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

Relevant Job Competencies		How this is assessed
Core Pioneer Group: Customer Focus This competency is about putting customers and communities at the heart of the business and being eager to provide excellent service. It is about working to meet and exceed customer needs and look after their interests, whether those customers are internal or external customers Taking Ownership This competency is about demonstrating readiness to take responsibility for making decisions, seizing the initiative and taking action to benefit the business Teamwork and Collaboration This is about being a “team player”. It is the desire to work co-operatively with others in teams and to consciously build and maintain business relationships/ networks based on trust both within and external to Pioneer Group.		Application Form Interview Assessment Probation Performance Review
Additional KEY <u>Level 2</u> Competencies		
1.	Analysis and Decision Making This is about making systematic and rational judgements based on relevant information and identifying cause and effect relationships to resolve issues and solve problems. At the most developed level, it is about making judgements even when all information is not available.	Application Form Interview Assessment Probation Performance Review
2.	Influencing This is about influencing others by using a range of communication styles tailored to the audience. It is about consciously considering differing forms and sources of communication and influencing and choosing appropriate strategies to deliver impact.	Application Form Interview Assessment Probation Performance Review
3	Business Excellence and Innovation This is about Identifying, initiating and championing opportunities for improvement or innovation within own area and across the business, which will positively impact the perceptions of value and high performance.	
Skills, abilities and experience		
Essential Criteria You must have the following		How this is assessed
1.	Experience <ul style="list-style-type: none"> Experience of housing and asset management IT based systems 	Application Form

	<ul style="list-style-type: none"> • Undertaking data analysis and producing reports and recommendations based on this analysis • Experience of developing, implementing and administering performance management frameworks • Developing and delivering service improvement initiatives 	Interview Assessment
2.	<p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to understand and analyse complex issues and develop appropriate strategies and solutions • Strong IT skills, including databases, SQL and/or report writers including Business Objects, Microsoft Office (Word, Excel, PowerPoint, Access), and understanding of bespoke systems and applications. • Ability to manage, interpret and analyse large volumes of data from varying sources • Strong all round business and commercial acumen • Ability to innovate by conceiving and/or implementing new services or improvements to existing services • Strong stakeholder management and interpersonal, listening and communication skills (oral and written). 	Application Form Interview Assessment Probation Performance Review
3.	<p>Knowledge</p> <ul style="list-style-type: none"> • Good understanding of performance management and service improvement measures (including external benchmarks) and know how to develop and manage a framework appropriate to asset management services. • Working knowledge of lean processing techniques and toolkits. • Good knowledge of one or more stock condition databases and other asset management IT based systems 	Application Form Interview Assessment
4.	<p>Qualifications</p> <p>A level educated or demonstrable track record in a similar role. Certification in lean six sigma desirable.</p>	Application Form Qualification Certificates