
Head of Assets and Compliance – Job Description

- 1. Job Title:** Head of Assets and Compliance
- 2. Responsible to:** Deputy Chief Executive
- 3. Responsible for:** N/A
- 4. Hours of Work:** 37 hours per week, Monday to Friday
Out of hours contact for occasional emergencies
- 5. Job Location:** Registered Office – Studio 701, 17 Princess Street, Hull HU2 8BJ.
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6. Job Purpose and Key Responsibilities

6.1 Purpose

- To provide strategic and operational leadership for HCHA's asset management, property compliance, planned investment and property services. The postholder will ensure the Association's homes remain safe, well-maintained, sustainable and fully compliant with all statutory and regulatory requirements whilst delivering excellent value for money for tenants and the organisation.
- Lead the implementation of HCHA's Asset Management Strategy, oversee all landlord health and safety compliance functions, manage planned investment programmes, and drive improvements in the quality, sustainability and performance of the Association's homes.
- Evaluate the effectiveness, efficiency and value for money of all aspects of maintenance delivery, including external contractors and determine the feasibility of creating, developing and managing in-house maintenance service.
- If feasible, lead on the creation, development and management of a new in-house maintenance service, designed to improve service delivery, tenant satisfaction, operational control and value for money whilst maintaining high standards of workmanship and responsiveness.
- Contribute to strategic planning, risk management, regulatory assurance, governance and business improvement across the organisation.

7. Strategic Asset Management

- 7.1** Lead the strategic management of HCHA's housing stock, ensuring assets remain safe, sustainable, financially viable and aligned with the Association's long-term business objectives.
- 7.2** Implement and regularly review the Asset Management Strategy, translating stock condition information, compliance requirements, tenant expectations and financial constraints into practical long-term investment plans. Ensure asset decisions support HCHA's Business Plan, financial viability and commitment to providing safe, warm and affordable homes.
- 7.3** Maintain oversight of stock condition information, component lifecycles and asset performance data, ensuring accurate and robust information is available to support decision making, forecasting and investment planning.
- 7.4** Lead options appraisals relating to stock investment, redevelopment, disposal, remodelling and acquisition opportunities, providing recommendations to the Executive Team and Board based on risk, performance, sustainability and value for money considerations.

8. Property Compliance and Building Safety

- 8.1** Lead on landlord compliance, ensuring effective systems, processes and assurance arrangements are in place to achieve and maintain full compliance with all statutory, regulatory and health and safety requirements.
 - 8.2** Oversee all aspects of landlord compliance including:
 - Gas Safety
 - Electrical Safety
 - Fire Safety
 - Water Hygiene
 - Asbestos Management
 - Lift Safety
 - Damp and Mould Management
 - Building Safety
 - Adaptations and specialist equipment safety
 - Emerging statutory and regulatory requirements
 - 8.3** Ensure robust monitoring arrangements are in place to identify compliance risks at the earliest opportunity and implement corrective actions where required.
 - 8.4** Lead the development and review of compliance policies, procedures and assurance frameworks, ensuring the Association remains compliant with all legal obligations, Consumer Standards and recognised sector good practice.
 - 8.5** Provide regular compliance assurance reports to the Executive Team and Board.
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9. Planned Maintenance, Capital Investment and Sustainability

- 9.1** Lead the development and delivery of long-term planned investment programmes designed to maintain and improve the quality, safety and sustainability of HCHA's homes.
 - 9.2** Oversee the planning, procurement and delivery of component replacement programmes, major repairs, cyclical maintenance, environmental improvements and capital works projects, ensuring schemes are delivered on time, within budget and to agreed quality standards.
 - 9.3** Ensure investment priorities are informed by stock condition data, resident feedback, compliance requirements, sustainability objectives and whole-life costing principles.
 - 9.4** Lead HCHA's approach to energy efficiency, decarbonisation and environmental sustainability, identifying opportunities to improve EPC ratings, reduce carbon emissions and secure external funding to support investment programmes.
 - 9.5** Monitor and evaluate the effectiveness of investment programmes and ensure lessons learned are embedded into future planning and service improvements.
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10. Development and Management of the In-House Maintenance Team

- 10.1** Develop the business case, staffing structure, operational model, procedures and performance framework required to establish the service. Ensure appropriate resources, equipment, systems and training arrangements are in place to support effective delivery.
 - 10.2** Lead the creation, development and ongoing management of a new in-house maintenance service, establishing a high-performing, tenant-focused operation that delivers excellent service standards and enhanced value for money.
 - 10.3** Recruit, develop and manage maintenance staff, creating a positive culture focused on customer service, accountability, teamwork, quality and continuous improvement.
 - 10.4** Ensure the in-house team delivers responsive, efficient and high-quality repairs and maintenance services that improve tenant satisfaction, reduce waiting times and provide greater operational flexibility.
 - 10.5** Regularly review service performance, productivity, costs and tenant feedback to identify opportunities for continuous improvement, efficiency savings and improved outcomes for tenants.
 - 10.6** Work closely with other service areas to ensure maintenance activities effectively support tenancy sustainment, property standards and tenant wellbeing objectives.
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11. Procurement, Contract Management and Value for Money

- 11.1** Lead procurement activities relating to compliance, investment and maintenance services, ensuring compliance with relevant legislation, internal procedures and good governance requirements.
 - 11.2** Develop and maintain productive relationships with contractors, consultants and service providers, ensuring services are delivered safely, efficiently and to agreed quality standards.
 - 11.3** Implement effective contract management arrangements, including performance monitoring, service reviews and financial scrutiny, to ensure contractors deliver consistently high levels of performance and value for money.
 - 11.4** Identify opportunities to drive efficiencies, improve performance and maximise the effective use of resources without compromising safety, compliance or tenant outcomes.
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12. Risk Management, Governance and Regulatory Assurance

- 12.1** Lead the identification, assessment and management of asset, compliance and property-related risks, ensuring appropriate controls and mitigation measures are implemented and monitored.
 - 12.2** Maintain compliance and asset-related risks within HCHA's over-arching risk register and ensure these are regularly reviewed and reported.
 - 12.3** Provide professional advice and assurance to the Executive Team and Board regarding compliance obligations, building safety, asset performance, investment planning and property-related risks.
 - 12.4** Support HCHA's ongoing compliance with:
 - Regulator of Social Housing Consumer Standards
 - Safety and Quality Standard
 - Building Safety requirements
 - Awaab's Law
 - Housing Health and Safety requirements
 - Health and Safety legislation
 - All relevant landlord statutory obligations
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13. Leadership and Team Management

- 13.1** Provide strong leadership and direction to all staff within the Property Services function.
- 13.2** Promote a culture of accountability, professionalism, innovation and continuous improvement, ensuring staff understand organisational priorities and their contribution to achieving them.

- 13.3** Lead recruitment, induction, supervision, performance management, training and development activities to ensure teams remain capable, motivated and equipped to deliver excellent services.
 - 13.4** Contribute to organisational workforce planning and succession planning arrangements.
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14. Resident Engagement

- 14.1** Ensure residents are appropriately involved in shaping asset investment priorities, maintenance services and property improvements.
 - 14.2** Promote a customer-focused culture that places tenant safety, wellbeing and satisfaction at the centre of service delivery.
 - 14.3** Use resident feedback, complaints, compliments, Tenant Satisfaction Measures and performance data to inform service improvement activities.
 - 14.4** Ensure tenants receive timely, accurate and accessible communications regarding planned works, compliance activities, repairs and service improvements.
 - 14.5** Develop effective relationships with local authorities, contractors, regulators, consultants and partner organisations to support the delivery of organisational objectives.
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15. Professional Development

- 15.1** Participate in training, meetings, and development activities
 - 15.2** Maintain up-to-date knowledge of relevant policies, regulations, and best practice
 - 15.3** Complete mandatory and statutory training requirements
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16. Governance, Compliance & Conduct

- 16.1** Actively seek tenant feedback and identify opportunities to improve services, processes and customer experience.
 - 16.2** Promote equality, diversity and inclusion throughout all aspects of service delivery and ensure decisions are fair, transparent and tenant focused.
 - 16.3** Comply with all HCHA policies and procedures, including health and safety, safeguarding, information governance, equality and diversity, lone working and data protection requirements.
 - 16.4** Adhere to safeguarding responsibilities, reporting concerns appropriately
 - 16.5** Follow financial regulations and internal procedures
 - 16.6** Maintain high standards of professionalism, integrity, and confidentiality
 - 16.7** Contribute positively to team and organisational objectives
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17. Additional Responsibilities

17.1 Undertake additional duties that align with the role as directed.

I confirm receipt of the job description for the post of Head of Assets and Compliance and understand the terms

Name:

Signed: _____

Date: _____

Head of Assets and Compliance – Person Specification

Hull Churches Housing Association

Qualifications & Professional Development

Essential

- GCSEs (or equivalent) including Maths and English
- Degree, HNC/HND or professional qualification in Building Surveying, Asset Management, Construction, Housing, Property Management or related discipline, or Qualified by Experience
- Relevant professional membership/working towards membership/willing to work towards of:
 - RICS
 - CIOB
 - CIH
 - IWFM
 - Similar recognised professional body.

Desirable

- Chartered professional status.
- NEBOSH or equivalent Health and Safety qualification.
- Project Management qualification.
- Building Safety or Compliance-related qualifications.

Experience

Essential

- Significant experience of strategic asset management within social housing, or delivery through a third party.
- Experience leading landlord compliance and health and safety functions.
- Experience managing planned maintenance and capital investment programmes.
- Experience establishing or managing maintenance services, repairs operations or contractor-delivered maintenance programmes.
- Experience managing budgets and financial planning.
- Experience producing reports and presentations for Boards and senior stakeholders.
- Experience leading teams and managing organisational change.
- Experience managing contracts, procurement exercises and contractor performance.
- Experience operating within a regulated environment.
- Experience engaging directly with customers/residents/service users, including handling sensitive or complex situations with empathy and professionalism.
- Experience maintaining records, databases, and office systems
- Experience using IT systems, including Microsoft Office (Word, Excel, Outlook)

Desirable

- Experience in social housing or a regulated customer service environment
- Experience supporting engagement activity (events, panels, surveys, workshops) and feeding back outcomes.

- Experience using data to produce insight reports
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Knowledge

Essential

- Extensive knowledge of social housing asset management principles and best practice.
- Detailed understanding of landlord statutory compliance requirements, including:
 - Gas Safety
 - Electrical Safety
 - Fire Safety
 - Water Hygiene
 - Asbestos Management
 - Lift Safety
 - Damp and Mould Management
 - Building Safety
- Knowledge of the Regulator of Social Housing Consumer Standards and the Safety and Quality Standard.
- Understanding of Awaab's Law and the implications for social landlords.
- Knowledge of housing-related health and safety legislation and associated guidance.
- Understanding of procurement regulations, contract management and value for money principles.
- Knowledge of risk management methodologies and assurance frameworks.
- Understanding of stock condition data, asset lifecycle planning and component replacement forecasting.
- Knowledge of financial planning, budget management and long-term business planning.
- Understanding of resident engagement requirements and the importance of tenant involvement in service improvement.
- Strong awareness of equality, diversity and inclusion principles in service delivery.

Desirable

- Knowledge of sustainability, ESG principles and Net Zero strategies.
 - Understanding of housing management and tenancy sustainment services.
 - Knowledge of modern methods of construction and emerging building technologies.
 - Familiarity with grant funding opportunities and retrofit programmes.
 - Understanding of supported housing environments and specialist accommodation.
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Skills & Abilities

Essential

- Proven ability to provide strategic leadership and translate organisational objectives into practical delivery plans.
- Excellent communication skills with the ability to present complex technical information to a wide range of audiences including tenants, staff, Board Members, contractors and regulators.
- Strong report-writing skills with the ability to prepare clear, concise and evidence-based reports and recommendations.

- Ability to analyse large volumes of technical, financial and performance information and use findings to inform decision making.
- Excellent budget management, financial analysis and forecasting skills.
- Strong project management skills with the ability to oversee multiple projects and competing priorities simultaneously.
- Ability to develop, implement and monitor policies, procedures and service standards.
- Strong contract management and negotiation skills.
- Excellent stakeholder management and partnership working skills.
- Ability to lead and motivate teams through periods of organisational change.
- Strong performance management skills with a focus on accountability and continuous improvement.
- Ability to identify risks and develop proportionate mitigation strategies.
- Strong problem-solving and decision-making capability.
- Competent user of Microsoft Office applications, housing management and asset management systems.

Desirable

- Experience of using specialised asset management and compliance monitoring software.
- Advanced data analysis and performance reporting skills.
- Ability to deliver presentations and training sessions to a variety of audiences.

Personal Qualities

Essential

- Demonstrates visible and inspirational leadership.
 - Creates a culture of accountability, learning and continuous improvement.
 - Empowers and develops people to achieve their full potential.
 - Builds positive and productive relationships across teams and with external partners.
 - Leads through change with resilience and professionalism.
 - Promotes innovation and encourages new ways of working.
 - Maintains high ethical standards and leads by example.
 - Demonstrates sound judgement and balanced decision making.
 - Champions tenant safety, wellbeing and service excellence.
 - Acts in accordance with HCHA's values and behaviours.
 - Strong commitment to delivering excellent customer service.
 - Passion for improving homes and services for tenants.
 - Highly organised with excellent attention to detail.
 - Self-motivated and able to work both independently and collaboratively.
 - Resilient and adaptable in a changing regulatory environment.
 - Professional, approachable and credible.
 - Demonstrates integrity, honesty and discretion.
 - Commitment to equality, diversity and inclusion.
 - Commitment to health and safety and safeguarding responsibilities.
 - Willingness to undertake occasional evening meetings and site visits as required.
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Other Requirements

Essential

- Full UK driving licence and access to a vehicle suitable for business use.
- Ability to travel throughout Hull and the East Riding to inspect properties, attend meetings and oversee service delivery.
- Ability to attend Board and Committee meetings outside normal office hours when required.