

## Role Profile

|                        |                                   |                      |               |
|------------------------|-----------------------------------|----------------------|---------------|
| <b>Job Title</b>       | Asset Delivery Manager            |                      |               |
| <b>Reporting into</b>  | Regional Manager - Asset Delivery |                      |               |
| <b>Directorate</b>     | Asset Management                  | <b>Working Style</b> | Hybrid/Office |
| <b>Responsible for</b> | N/A                               |                      |               |
| <b>Level of Work</b>   | Level 1 - Team Member             |                      |               |

### Summary of Role:

As Asset Delivery Manager, you will deliver high quality, value for money projects, ensuring that planned investment decisions consider the needs of customers, the business, the environment and the wider community.

You will manage the contractor operational relationship and performance working with our commercial and procurement team to ensure a complaint route to market, through to the completion of individual projects and/or long term planned component replacement programmes.

You will deliver high levels of quality service ensuring that the customer is at the heart of every project, resulting in exceptional customer satisfaction and minimal customer complaints.

You will be up front and centre in the delivery of the carbon reduction strategy for LiveWest to incorporate a fabric first approach to delivering the government targets to attain a minimum EPC rating of band C by 2030 and the road to net zero carbon emissions. To consider this in the context of what is best for the property and the customer living therein.

You will ensure that all projects are delivered consistently following the LiveWest project management methodology and associated achievement of KPIs within the department.

You will follow robust budget management and expenditure tracking for all planned projects.

### Key Areas of Responsibility:

- Liaise with the Asset Management Strategy team to deliver the long term programmes and short term projects as identified within their plan.
- Ensure planning applications are compliant and administered correctly.
- Prepare tenders, schedules of works and supervise contractors carrying out improvement works, including site inspections.
- Ensure excellent performance management by undertaking regular site visits to inspect works in progress and once completed.
- Successful delivery of project management services for existing stock investment ensuring projects are delivered to budget, time and quality.
- Develop and review work and contract specifications involving consultation with stakeholders, ensuring fit for purpose.

- To coordinate liaison of the improvement programmes and the involvement of customers and attend meetings where necessary.
- Monthly reporting on progress relating to ordering, commitments, expenditure, completions and outcomes, targeting expenditure outcome within budget and with all exceptions validated.
- Provide specific advice and support on areas relating to Asset Management Delivery to other parts of the business and customers.
- To undertake validation surveys and update the asset register where required.
- To positively contribute to the preparation of business plans, budget proposals and reports.
- To deliver low carbon / net zero building retrofit projects as designed and commissioned by Asset Management Strategy. To focus on a fabric first approach.
- Comply with health and safety plans, all other LiveWest Policy and Procedures and provide associated risk assessments.
- Ensure compliance with statutory requirements such as Construction Design, and Management Regulations, Reg 8 and sector standards such as Homes England regulations.
- Manage customer complaints, compose response letters and resolve to a satisfactory outcome.

### **Skills, Knowledge and Experience:**

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Proven track record as a Project Manager within a Housing/Built environment.
- Working knowledge of Health and Safety legislation pertaining to management of housing and the construction industry including CDM and HHSRS.
- Experience of successful project management of service providers including contractors and consultants and dispute negotiation and resolution.
- Extensive understanding of programme planning, project management and cost control principles to support delivery of extensive works programmes, including Building or Quantity Surveying skills.
- To undertake feasibility work and technical due diligence on any energy improvement measures put forward whilst demonstrating cost benefit analysis to the organisation.
- Ability to analyse information, make informed judgements, appraise performance and manage risk effectively.
- To manage energy capital projects through the project management lifecycle.
- Support the team in ensuring an excellent quality service is provided to all customers, both internal and external.
- Deploy robust project planning, management of resources (time, cost, people) including integration with other projects where applicable. Management of issues and risks addressing each and using problem solving and decision making to reach acceptable solutions and minimise risks.
- To ensure where external project funding is utilised all funding conditions, documentation and records and consent requirements are identified in an orderly and accessible manner and are fully complied with.
- Ability to deliver work to strict deadlines delivering Asset Management KPI's, managing constant and conflicting priorities ensuring high levels of customer service are maintained.

- Successful management of all aspects of sub-contract and suppliers procurement in accordance with policies, standing orders and financial regulations.
- Effective report writing skills with the ability to communicate information in appropriate formats.
- Experience of putting in planning applications including listed building consent with various councils and working with conservation officers. (D)
- Knows the benefits of working in a business and in communities that celebrate diversity and how to be an ally for EDI.










#### Professional/Vocational/Academic Qualifications:

- Qualification with APM Project Management, RICS Certificate in Construction Project Management, Prince 2 or equivalent; or HNC/HND in construction management/equivalent NVQ qualification or other related qualification in property surveying CIOB / CIH / RICS equivalent qualification in related property surveying.
- SMSTS qualification or willing to work towards. (D)
- PAS2035 Retrofit Co-Ordinator or willing to work towards. (D)
- Knowledge of housing energy efficiency data and policies. (D)
- Proficient working with IT software – in particular MS Office, Microsoft Teams, Sharepoint, Excel and bespoke databases.
- Hold a valid, UK/EU driving licence and have access to a suitable vehicle.

#### Safeguarding and Lone Working:

- N/A.

#### Values and Behaviours to be demonstrated in this role:

| We are customer focused   | We challenge convention  | We deliver together  |
|---|--|--|
|  <p><b>We are committed to safety</b><br/><i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p> |  <p><b>We keep learning</b><br/><i>We know the business, are commercially astute and an SME in our field</i></p>                                |  <p><b>We manage ourselves</b><br/><i>We take accountability for our own performance and actions</i></p>                |
|  <p><b>We listen and take account of customer views</b><br/><i>We put the customer at the heart of what we do</i></p>                    |  <p><b>We do the right thing</b><br/><i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p> |  <p><b>We collaborate with others</b><br/><i>Works effectively with others to achieve goals</i></p>                     |
|  <p><b>We get things done</b><br/><i>We have personal drive and deliver to a high standard, on time</i></p>                              |  <p><b>We innovate and improve</b><br/><i>We constantly seek to improve the way we do things</i></p>  |  <p><b>We lead and inspire</b><br/><i>We get the best out of others by providing strong and flexible leadership</i></p> |
|  <p><b>We communicate effectively</b><br/><i>We ensure effective flow of information and ideas</i></p>                                   |  |  |

The above criteria are considered essential unless indicated as desirable (D)

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.