

GWHA: ROLE PROFILE			
ROLE	Head of Asset Management and Compliance	GRADE	EVH SM 2- 4
REPORT TO	Technical Director	DATE COMPLETED	September 2026
CORE RESPONSIBILITIES			
Fostering a culture of enhanced customer service through proactive engagement and the provision of quality advice, information and support. High level of technical/specialist knowledge, focussing on the protection of property assets. Responsible for leading and promoting operational Health & Safety, demonstrating legislative and regulatory compliance, including maintaining comprehensive and accurate records, reporting and administrative systems reflecting best practice and optimum risk mitigation. Responsible for the line management of a small staff team and for leading a proactive team / cross-team culture that demonstrates ownership and ensures the successful delivery and achievement of operational and performance objectives through robust alignment with governance mechanisms and corporate priorities. Engaging in effective, appropriate and professional conduct as part of the Management Team, routinely reporting to the Technical Director, with accountability through the Chief Executive to the Management Committee.			
KEY TASKS:			
1. Driving excellent customer services, enhancing service satisfaction and mitigating complaints. 2. Promote and foster collaborative internal and external stakeholder focussed team working. 3. Leading the Technical Team through a range of planned and ad-hoc works across common, cyclical and component replacement projects; to optimise compliance with regulatory standards and to meet GWHA business objectives. 4. Developing and implementing effective Asset Management strategies / initiatives / KPI's / policies / procedures / mitigating risk and demonstrating compliance with governance, legislative and regulatory requirements. 5. Leading the preparation of project and operational budgets for the timely delivery of the required technical projects and priorities utilising asset management software for effective investment planning. 6. Optimising value for money through sound financial judgement, and effective use of resources and procurement. 7. Leading the preparation of procurement business cases in compliance with procurement strategy, ensuring timely preparation of work specifications and tenders / evaluations, to meet project planning and governance objectives. 8. Leading the cross-service appointment of relevant consultants and contractors, development of service agreements / contract documentation and supporting ongoing performance management. 9. Scrutinising invoices / valuation requests for accuracy and value for money within delegated authority. 10. Leading risk assessment, performance and compliance reporting and preparation of MC / governance reports. 11. Coordinating and quality checking regulatory submissions in respect to asset management / technical services. 12. Liaising with partners/stakeholders to explore grant, investment, and/or collaboration opportunities. 13. Effective management and support of team, including annual performance reviews, SMART Team Plans, regular planning & supervision, and mentoring the secondary supervision of the Technical Administrator. 14. Over-seeing team contributions to newsletters, annual report, website and other corporate publications. 15. Driving the implementation and administration of Asset Management Software (database & mobile working). 16. Leading organisational Health & Safety and Compliance (including routine PPM): Common Inspections (SCS), Roof and Gutter cleaning, AGS, Fall Arrest Systems, Lift Maintenance, Water, Electrical, Fire, and Office Safety. 17. As <i>Responsible Person</i> for Asbestos and Legionella management ensure day to day alignment of technical and repairs services with the relevant management systems. 18. Representing GW at residents and other stakeholder meetings etc. 19. Acting as GW representative across development activities. 20. Support GW management and officers in their duties to deliver on GW Corporate Plan objectives. 21. Named contact for out-of-hours response, and part of the business continuity response team.			
SCOPE: Towards 2028: Shaping Thriving Communities:			
A member of the Technical Division, based in the Technical Team. Actively progressing and supporting the delivery of asset management, procurement and sustainability strategies, with a focus on the protection of property investment and assets. Flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision.			

COMPETENCIES	
Knowledge and Experience	Demonstrable understanding of the housing sector, its wider environment and the changing role of RSLs. Demonstrable understanding of regulatory and statutory frameworks, health and safety and risk management. Extensive knowledge of asset management, property maintenance and factoring services to facilitate effective decision making; and the preparation, monitoring and delivery of asset management programmes and budgets.
Leadership	Strong operational leadership and direction with demonstrable performance in meeting KPIs. Embraces and promotes a culture of enhanced services, robust governance and optimum performance. Tailored coaching, support, supervision and delegation to achieve goals and ensure compliance with policies, processes and performance management objectives, optimising assets and resources. Commitment to change and demonstrable successful implementation of such.
Team Working	Proactively engages with others to ensure accurate and comprehensive information is shared. Actively contributes to, and participates in, team discussions and activities. Promotes and engages in positive teamwork, respecting the contribution of others. Displays a willingness to assist, support and mentor other members of the GW Team. Highlights issues of importance and keeps team apprised on matters of common interest. Comfortable with lone working and displays awareness of personal safety and risk. Uses initiative and generates ideas.
Professionalism	Operates within the framework of policies and procedures and leads the review and delivery of same. Displays willingness and enthusiasm in carrying out responsibilities and tasks. Sound judgement, evaluation and critical thinking. Commitment to change, continuous improvement, learning and best practice. Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate.
Customer service	Actively promotes a culture of quality, responsive customer service and engagement. Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders. Mitigates complaints through successful service delivery and interaction.
Interpersonal	Confident Leader and Ambassador Self-motivated, flexible, reliable, adaptable and sociable, demonstrating initiative and drive to ensure common goals are achieved. Willing and enthusiastic about outdoor working in all weather conditions.
Organisational & analytical	Ability to analyse situations and respond with appropriate action. Excellent time management and project management skills Effective resource planning to deliver expectations, achieve high quality and strong performance. Strong analytical skills, high degree of accuracy and attention to detail. Responsive to changing demands.
Communication & ICT	Displays confidence and professional rapport with internal and external customers and stakeholders. Effective, succinct and appropriate communication: excellent report writing and language skills. Consistent high-quality contribution to committee servicing and informed decision making. Strong ICT skills: Outlook, Word, Excel, PowerPoint, Co-pilot.
Vision & values	Embraces and promotes GWA's Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, and Ethical; promoting equality, value, diversity and sustainability to Shape Thriving Communities.