

## Assets Inspector

### Asset Management

Overview	
<b>Role Purpose</b>	Improving customer's homes so that they love where they live is at the core of the department who work together with the NHG Businesses to achieve the best outcome for the customer.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>As an Asset Inspector your main function will be to support the Asset Operations Manager (AOM) and Housing Teams to deliver responsive repairs and project work to customers in their homes, carrying out pre, post, quality and audit inspections.</li> <li>You will deliver quality, clear reports with recommendations and specifications.</li> <li>You will lead on the delivery of voids for the region. Preparing specifications, managing void contractors and liaising with colleagues in housing. You will ensure all voids are delivered on time, to a good quality and represent value for money.</li> </ul>
<b>Reports to</b>	Assets Lead
<b>Line management</b>	None
<b>Date</b>	January 2020

Role relationships	
Internal	<ul style="list-style-type: none"> <li>Manage relationships with colleagues across NHG, who are involved in, or impacted by assets service delivery</li> <li>Manage relationships with senior managers, up to executive director level, in relation to these services.</li> <li>Especially Housing, Finance, Planning other internal delivery methods ie. DLO, M&amp;E, Compliance and Building Safety team.</li> </ul>
External	<ul style="list-style-type: none"> <li>Manage external parties/contractors involved in the delivery of Asset Management delivery and contracts</li> </ul>

Role Accountabilities	
1.	As part of the local assets team, build good working relationships with housing management and contractors. Alongside the AOM address any contract issues quickly and effectively.
2.	Assist the AOM and Surveyors in the management of responsive repairs and planned maintenance programmes to support the client and develop

<b>Role Accountabilities</b>	
	a good understanding of the profile of the properties in the area.
3.	Provide a simple and straightforward diagnosis for reactive repairs. Preparing reports in clear English with recommendations and specifications.
4.	Manage a pre-inspection regime for reactive repairs or variations that meets audit requirements and is cost effective.
5.	Manage a post-inspection regime for the region, ensuring that works are carried out to a good standard and taking ownership where works are not to a good standard and seen through to successful conclusion.
6.	Manage an invoice audit regime to meet requirements, ensuring that invoices are accurate and where they are not, formally take up with contractors and ensure credit notes are supplied. Feedback to AOM on any trends.
7.	Support the preparation of overall stock condition plans or undertaking local surveys for reactive repairs or planned works.
8.	Ensure void inspections are carried out in line with the NHG lettable standard, in collaboration with NHG framework contractors producing and agreeing working specifications.
9.	Responsible for inspecting, monitoring, ensuring quality of works, within the regional void portfolio, Ensure that all void KPI's are met in line with NHG processes and procedures.
10.	Responsible for void spend, in line with budgets set out, ensuring that costs are allocated to the correct budgetary areas. Ensuring that void works represent value for money.
11.	Ensure void works are being carried out in a manner conducive with Health and safety regulations and always being aware of your own Health and Safety status.
12.	Assist with the monitoring of agreed performance indicators for both contractors and consultants. Initiate improvements required.
13.	Attend contractor meetings with Surveyors and/or AOM.
14.	Any other duties as requested by the AOM where required.
<b>General</b>	
15.	At all times follow the financial regulations, policies and procedures at NHH.
16.	At all times follow NHG's Health and Safety policy and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything people do</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>• Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>• Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>• Experience of working within the repairs arena, carrying out pre, post, audit and quality inspections</li> <li>• Experience within the voids arena, formulating specifications and managing contractors</li> <li>• Experience of writing technical reports</li> <li>• Good understanding of the relevant legislation, statutory and regulatory requirements.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Good IT skills including Microsoft Office, particularly Word, Outlook and Excel.</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>• DEA / FRA assessor trained (Desirable)</li> <li>• Recognised HND technical qualification e.g. building surveying or member of CIOB (Desirable)</li> </ul>

Role requirements	
DBS	<ul style="list-style-type: none"> <li>• Information/Data User</li> <li>• Basic Disclosure</li> </ul>
Data and	<ul style="list-style-type: none"> <li>• None</li> </ul>

information processing	
------------------------	--

# Role profile