



JOB DESCRIPTION

ROLE: ASSET DATA ANALYST

DEPARTMENT: ASSET MANAGEMENT

LOCATION: EMILY HOUSE

REPORTING TO: PLANNING & PROCUREMENT MANAGER

SUPERVISING: N/A

The context of this job

Octavia Housing provides affordable homes in the heart of London. We develop, manage and maintain properties and provide a range of specialist support services to meet the diverse needs of our tenants. Our aim is to provide a service which is professional, personal, effective and caring.

The Asset Management Department is responsible for the provision of a responsive service to deal with day-to-day repair issues on the Association's properties and a planned maintenance service to ensure that tenants' homes are kept well maintained and in good order in the future. The Planning & Performance Team supports this by compiling and maintaining asset data, providing performance information, and planning and procuring programmes of work. The Team, working with contractors and other partners, aims to provide a first class service to tenants, colleagues and other stakeholders.

The purpose of this post

A good Asset Management Strategy relies on sound knowledge management, using the data we hold to shape the way we deliver our objective of keeping our homes in a condition of which we can be proud.

You will be responsible for developing, implementing and maintaining the Asset Management Department's databases to enable the development, procurement, monitoring and review of asset investment programmes. You will be responsible for obtaining and maintaining data relating to stock condition, asbestos and tree management within Octavia's housing stock. The post holder will produce asset information and reports in a variety of formats, obtain information from contractors, and provide performance information for monitoring purposes.

Performance can be improved and made more efficient when we better understand what we do. You will also use your skills to analyse performance across all service delivery areas within the Asset Management to determine where improvements can be made to improve the quality and cost effectiveness of services we offer.

Octavia prides itself on being the 'best at getting better' and we will support your personal career development.

What is the focus?

- Improving Octavia Housing's performance
- Building on existing and developing new skills within the team
- Working closely with colleagues and contractors to enable excellent customer service
- Maintaining the asset management database ensuring that asset information is up to date, accurate and sufficient to allow effective investment planning
- Analysing outputs from our service to drive future strategies and work plans to ensure we are a top performer in our sector.
- Managing projects such as annual stock condition surveys
- Maintaining the asbestos register
- Managing budgets

Key competencies

Octavia operates a Skills and Behaviours Competency Framework.

- **Responsive**
- **Respectful**
- **Reliable**

These are set out in the person specification below.

Key tasks

Asset data

1. Collecting, validating, inputting, manipulating, extracting and analysing asset data.
2. Planning, designing, commissioning and managing ongoing programmes of stock condition surveys.
3. Obtaining stock condition and component renewal information in different formats and from a variety of sources and ensuring the information is input or loaded into Integrator in a timely and accurate manner.
4. Ensuring that address lists remain accurate and up to date. To include the addition of properties through acquisition or new build and the disposal of properties through demolition, sale or RTB/ RTA.
5. Providing programme scenarios from asset management databases to enable the effective planning of asset investment programmes and to ensure properties are maintained to the Octavia Standard.
6. Regularly reviewing and updating cost data schedules and component life cycles within asset management databases.
7. Maintaining the security and integrity of information held within asset management databases.
8. Improving the scope, accessibility and accuracy of asset data.
9. Training new and existing staff to access asset information.

Asbestos

1. Managing procedures and programmes to ensure Octavia complies with asbestos regulation and good practice.
2. Programming, ordering and analysing asbestos surveys either as part of on-going inspection programmes or in advance of planned/ void works.

3. Ordering and monitoring remedial/ removal works which result from surveys or other sources
4. Maintaining and updating the asbestos register
5. Ensuring that the appropriate information and alerts are input into systems as required
6. Working with Octavia's consultants to ensure the Asbestos Plan remains up to date
7. Ensuring that staff and contractors have access to appropriate asbestos information

Performance and Financial Information

1. Creating, updating and producing reports for Asset Management or other meetings including regular Team, Operations and Board meetings.
2. Ensuring that staff and contractors provide accurate and timely performance information in respect of asset management projects and service contracts.
3. Managing relevant budgets and providing regular reports to the Planning & Procurement Manager. Budgets will include asbestos (surveys and remedial works), tree management and stock condition surveys.

Tree management

1. Maintaining a register of all trees, including adding those in new developments, on the Octavia land
2. Planning and commissioning programmes of work and ensuring that appropriate permissions are obtained and work is carried out to agreed standards.
3. Responding to ad hoc enquiries from residents regarding tree issue and liaising with local authorities and other owners where necessary to resolve these issues.
4. Ensuring that potential health and safety and/or structural issues caused by trees are identified

Supporting performance improvement

1. Undertaking projects which will analyse our how we are delivering our services with the aim of assisting in the development of strategies and work plans.
2. Supporting value for money projects, for example, benchmarking our performance with our peers and recommending areas for improvement.
3. Providing a support service for the introduction of new systems of works, such as Microsoft Dynamics, as they are introduced into the Department, as well as being a representative for the Department on future IT and Data Management improvement projects.
4. From time to time working with other departments on service improvement projects.

Other

1. Providing professional advice, reports and support to Asset Management and other staff.
2. Assisting in the development, implementation and monitoring of the Asset Management Strategy, the Octavia Standard and other relevant policies and strategies.
3. Raising orders for own area of work or at the request of other AM staff as required including obtaining quotes if required per Octavia's Financial Regulations
4. Issuing works to contractors and monitoring and managing progress and performance
5. Ensure that invoices are paid accurately and promptly
6. To deputise for the Planning & Procurement Manager as and when required.

Generic

How will the post holder know if they are performing?

A number of performance targets will be planned and agreed each year with the line manager and these will be monitored at regular meetings. Regular feedback will be provided by the line manager and opportunity provided to discuss any problems, personal and team matters, and personal development issues.

Generic Requirements

The post holder will be expected to comply with the Association's and the department's policies and procedures at all times. These include, but are not limited to, equal opportunities, confidentiality, data protection, and health and safety.

Tenant/ client involvement is an essential part of all the roles within the Association and all are expected to support the policies and procedures relating to the involvement of tenants/ clients and to contribute to the association's action plan.

In order to do their job the post holder will be trained and coached in the procedures and policies of the association. They will be expected to familiarise themselves with the Association's procedures and policies and to seek advice and guidance from the line manager if required.

The key tasks listed above are only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities may be subject to amendments to take account of changing circumstances. Any changes will be made following discussion with the post holder. The post holder will remain co-operative and flexible in line with the needs of the post and the association.

OCTAVIA HOUSING

PERSON SPECIFICATION

POST: ASSET DATA ANALYST

The Person Specification states the minimum knowledge, skills and experience required to carry out the job and is used for both shortlisting candidates for interview and to identify the area to explore in an interview.

E = Essential criteria

D = Desirable criteria

		Essential/ desirable criteria
1	Competencies Respectful <ul style="list-style-type: none"> • Open, honest and respectful to customers and staff • Approachable, professional and remains calm in all their interactions • Sensitively communicates unpopular and/ or difficult message to customers/ stakeholders Responsive <ul style="list-style-type: none"> • Connects own work to the Association's objectives and demonstrates this • Seeks to understand customer/ resident needs and responds to these through activities at work • Provides information and feedback from their customer contact to managers to inform change and improvement Reliable <ul style="list-style-type: none"> • Meets deadlines and delivers on promises • Looks to make things happen rather than being easily offset by obstacles 	 E E E E E E E E
2	Experience <ul style="list-style-type: none"> • Experience of working in a housing or property environment • Experience of working for social landlord • Experience of managing contractors and consultants • Experience of maintaining and developing databases • Experience of managing budgets 	 D D D E E
3	Knowledge <ul style="list-style-type: none"> • Good knowledge of the regulation and good practice relating to asbestos in social housing • Good understanding of relevant health and safety legislation • Extensive knowledge and familiarity with asset management databases and how they support asset management strategies • Familiarity with large-scale housing management systems 	 E D E D
4	Skills <ul style="list-style-type: none"> • Customer focus and commitment to tenant participation • Good numeracy skills • Good skill with Access, Excel and Word packages 	 E E E

	<ul style="list-style-type: none"> • Good written and oral communication • Ability to work collaboratively with colleagues, contractors, residents and partners • Ability to solve problems and make analytical judgements and decisions • Ability to work as part of a team • Ability to manage and prioritise own workload to take account of conflicting and changing demands and to meet agreed deadlines 	E E E E E
5	Other <ul style="list-style-type: none"> • Commitment to diversity • Able to travel and visit tenants in their own homes sometimes without lift access 	E D