



ROLE **PROFILE**

JOB TITLE: Unadopted Infrastructure Officer
REPORTING TO: Planning Manager
TEAM: Assets

JOB OVERVIEW

Provide an excellent quality commercial asset management service. Inspect and coordinate remedial and planned works to unadopted infrastructure. Support team members in delivering an effective asset management function.

Develop and maintain a positive and flexible work environment which underpins ForHousing's core values and encourages staff to grow, develop and maximise their potential in delivering exceptional services.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.





ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

Unadopted Infrastructure

Unadopted infrastructure includes but is not limited to street lighting, highways, and garage sites over which ForHousing has some form of responsibility.

Commercial Assets

Commercial Assets includes but is not limited to garages, shops and other commercially let assets.

- Coordinating the processing of all applications relating to our commercial assets including new tenancies, terminations, land disposal, asset acquisition, leases, complaints, Home Improvement Requests, project proposals and unadopted infrastructure enquiries.
- Dealing with and coordinating on-site issues including, but not limited to raising repairs, key management, abandoned vehicles, fly tipping and blocked drains and liaising with appropriate internal and external stakeholders in relation to this, such as the police, local authorities and the DVLA.
- As and when necessary, supporting the Strategic Lead for Commercial Assets in the preparation of lease agreements and garden tenancy agreements including liaising with appropriate stakeholders and getting the necessary approvals from ForHousing directors.
- Recording all unadopted infrastructure enquiries, raised and completed works, and detail on the mapping system. Using the mapping system to produce detailed reports on the status of assets to inform the strategy for future investment.

Land Enquiries and Activities

The term 'Land' is used generically within this role profile and can include owned, leased, unadopted or land over which ForHousing has no ownership or responsibility.

- Dealing with and resolving land registration anomalies relating to ForHousing assets and other assets on ForHousing estates where required, by undertaking measurements and speaking with tenants and other stakeholders.
- Informing tenants and private stock owners of their legal and tenancy responsibilities in relation to their land and associated boundaries.

Generally (in relation to all areas covered in Role Purpose)

- Preparing and approving information such as applications relating to acquisitions, disposals, leases, and project proposals, liaising as appropriate with both Housing Management and Asset Management staff.
- Working closely with Asset Management colleagues in understanding the value of assets and land to determine the optimum investment/divestment solutions/interventions.
- Procuring, contract managing, monitoring, and producing performance information in relation to service and maintenance, planned works, and repairs activities for all detailed previously.



- Facilitating monthly contractor monitoring meetings, collation of data, quarterly and annual performance reviews, and complaint resolution.
- Maintaining accurate and up-to-date computer and manual data to facilitate performance reporting and robust record keeping.
- Proactively communicating and dealing with enquiries through a range of mediums such as dedicated inboxes, including but not limited to technical advice, asset usage, providing advice to stakeholders, contractors, tenants, and staff including undertaking regular site visits where necessary to undertake inspections of assets, land and monitor works on site.
- Organising, coordinating, and assisting with the project management of new procurement processes and the review of existing arrangements.
- Conducting analysis of data and statistics and prepare appropriate summaries and analytical reports of this information.
- Regularly reviewing policies and processes to ensure they remain fit for purpose for the activities being delivered, being cognisant of regulatory and legislative changes in the sector.
- Developing appropriate databases and systems to effectively record and manage data as required.
- Managing budgets robustly and efficiently for all areas of activity and regularly reporting against these.
- Handling complaints relating to service areas detailed previously. Undertaking investigations and preparing responses where required particularly in relation to insurance claims for trips and falls on ForHousing assets and land.
- Liaising with the Ground Maintenance Team in relation to their activities, as and when required, where these impact other duties detailed above.
- Complying with and actively promoting our values whilst undertaking role duties.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary.
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day.
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job.



- If you access commercially sensitive or personal information that may be covered by the Data Protection Act, you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything.
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity, and inclusion policies, to help make sure we deliver a person focused service.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time, you may need to undertake other tasks commensurate with your role.

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • GCSE or equivalent standard in Maths and English (Grade A-C) • Evidence of continual professional development • Relevant professional qualification (Desirable) • Evidence of ongoing Management training (Desirable) • Relevant housing qualification, ability or experience (Desirable) 	AF/QC AF/I AF/QC AF/QC AF/QC
Experience, knowledge, skills, and qualities	<ul style="list-style-type: none"> • Knowledge of general asset management in a social housing context • Experience of effectively managing workload. • Experience of the use of Microsoft office software in particular Outlook, Word, Excel, and Access • Experience of working with a mapping system. (Desirable) • Strong evidence of commitment to consultation with, and participation by, customers and stakeholders. • Extensive experience of procurement and managing procurement exercises • Strong organisational skills • Experience of event management and organisation • Experience of data collection, interpretation and analysis • Experience of performance management • Experience of contract management • Experience of managing commercial assets (minimum 2 years) (Desirable) 	AF/I AF/I/T AF/T AF/I AF/I/T AF/I AF/I/T AF/I AF/I AF/I AF/I AF AF/I



MAKE A DIFFERENCE



	<ul style="list-style-type: none"> Detailed Knowledge of unadopted infrastructure principles. (Desirable) Evidence of reviewing and improving service standards and processes. (Desirable) 	AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> High level of interpersonal skills and ability to communicate with a range of audience Able to work with demanding deadlines and manage resources through peaks and troughs. Able to make sound judgements on the information available Good leadership skills, an ability to motivate and inspire a specialist team Performance management, service planning and target setting skills (Desirable) 	AF/I/T AF/I/T AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> A positive “can do” approach to work Commitment to customer focus, equality and diversity Ability to present complex issues in a clear and concise manner Demonstrate sound understanding of principles around affordable housing Have an up to date knowledge of ForHousing’s assets and associated investment programme. 	AF/I/T AF/I AF/I AF/I AF/I
Other	<ul style="list-style-type: none"> Able to travel between Company locations to meet role requirements Ability to be flexible with working hours as required A highly motivated value driven individual committed to delivering excellent services for the customer 	AF/C AF AF/I

