

Context statement

To accompany job description and person specification when required

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Job title – Asset Operations Officer

Directorate - Place

Service - Assets & Property

Team – Strategic Asset Management

Job description ref. – Technical Officer Assistant (Level 2) - ES595cd

Grade - 6

Organisation Structure

Reporting to: Asset Operations Coordinator

Responsibility for: n/a

Context of Work

Assets & Property

Assets & Property is part of the Place Directorate and is responsible for a range of asset and property related activity including estate management, building safety and compliance, asset strategy, facilities management, repairs and maintenance, and capital construction projects.

As part of the Place Directorate, we contribute to the directorate's goal to create outstanding places and services and play our part in delivering the Place Plan which is a roadmap for the future operations of the Place Directorate up to 2030. Placemaking is at the core of the Place Directorate. We are dedicated to working with our communities to create places where people can live and work comfortably. Places that improve people's wellbeing and maximise life opportunities.

The Council's Strategic Asset Management Plan (SAMP) 2024-2030 as agreed by Cabinet in October 2024 outlines the council's approach to managing its assets. It aims to transform how the council uses its land and property - moving the Council away from being traditional property owners in seeking opportunistic savings and one-off sales, to a more proactive approach as 'place-makers' that considers property as a platform for the delivery of the Council's wider corporate priorities.

The SAMP aims to ensure our assets and property service acts as an enabler for more effective and efficient delivery of council services, and our policies deliver an estate that adapts and responds to this change - one that is leaner and more agile and innovative in the way it supports the delivery of services. Be this through the provision of operational assets to support service delivery, or the management of commercial / investment assets maximising yields and receipts to fund council services.

Our Assets & Property functions are designed to facilitate the delivery of the SAMP 2024-2030 and aligns with the council's strategic ambitions. This includes a strong focus on strategic asset management and a business partnering approach, creating a clear link between asset strategy and assets service delivery.



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Colleagues in Assets & Property teams will need to bring expertise and innovation to their role and will work on local, regional and collaborative projects, often as part of a multi-disciplinary cross functional team.

Strategic Asset Management

The Strategic Asset Management team will lead on implementation of the SAMP, including responsibility for developing and monitoring an implementation plan for the SAMP, and for the production of a new SAMP when the time comes. The team ensures best use of assets through effective strategic management and rationalisation of the estate by undertaking asset reviews, and developing asset class strategies.

Through a business partnering approach it is responsible for the strategic asset management of the council's assets, with Business Partners focused as follows:

- Operational Assets – Place & Corporate
- Operational Assets – Children's & Adults
- Commercial Assets
- Asset Transfers & Disposals

The function also includes a dedicated strategic transfers and disposals team, which drives forward disposals, generating capital receipts for the council, as well as transfers to town and parish councils.

An Asset Improvement Team within the Strategic Asset Management function is responsible for working with directly with tenants and occupiers to address estate and property management improvement requirements. Along with the Asset Information and Land Surveying team, who are custodians of the Councils asset database ensuring all property information is properly maintained, these two teams inform strategic asset management of the estate.

Key Responsibilities

- To support the Asset Improvement team in dealing with all aspects of property and estate management, including repairs and maintenance, issues with a clear focus on achieving successful outcomes for the customer and to provide occasional guidance and supervision to the asset operation officers in resolving complex technical issues.
- Using technical expertise, to receive, action and see through a request for maintenance support from tenant/occupier through to completed repair. To consider the request for support and make a competent decision reflecting the urgency and nature of the incident at hand, and to action (& follow up) it accordingly in the most appropriate manner.
- To provide the responsive and routine maintenance delivery service in a high performance and demanding working environment that requires an efficient and competent response to maintain continuity of property operation and to remedy issues of a health and safety or legal compliance nature on a daily basis.
- Undertake review of performance of contractors providing a responsive service and collaborate with the Asset Improvement Manager to develop the service to meet the



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needs of the whole Assets & Property Service Area and the needs of the wide-ranging customers.

- To be responsible and provide a technical support function specialising in specific functions and responsibilities that the R&M teams provides such as dedicated R&M Framework Procurement support, financial reporting and monitoring, statutory maintenance monitoring, reporting and actioning with contractors.
- To monitor budget expenditure and assist with financial reporting and forecasting
- To invoice and recharge income for professional services chargeable to internal and external customers
- Working with the Asset Improvement Manager and R&M Managers to assist with the preparation of documentation for annual maintenance and testing contracts, updating records, processing orders, undertaking invoice checks and minute taking at pre-contract and progress meetings as well as continual management through the life of the contract.
- To support the Asset Improvement team by dealing with property related issues, instructing reactive maintenance works as necessary, updating related IT systems, raising works orders and undertaking invoice checks in order to make accurate and timely payments to contractors and suppliers.
- To ensure that the Asset Improvement team supports the Asset & Property teams by attending monthly update meetings and assisting with specialist small building projects as and when they arise.
- This role will provide ad-hoc support to other areas of the service where workloads are such that additional support is required to achieve outcomes.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Additional Person Specification Requirements

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

- Professional and courteous manner in doing business and dealing with all contacts inside and outside the organisation
- An excellent team player comfortable working at a senior level who works collaboratively and understands when to seek help if needed and has an ability to support others
- A self-starter, highly motivated, enthusiastic, dedicated and driven to achieve high standards and results
- A lateral and forward thinker, able to originate and work up ideas and problem solve
- Able to work at pace and under pressure with accuracy and competency.
- Excellent understanding of the workings of the Council and its different Directorates
- Excellent communicator in both verbal and written format, able to facilitate clear, concise and timely communication amongst others
- Experience of establishing appropriate contracts and creating a high performing, cost competitive supply chain to meet the Council's needs



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Behaviours
Respect
Accountability
Togetherness
Openness
Curiosity

Travel Requirement

This role may involve the requirement to travel on an irregular basis.

Context statement prepared by:			
Manager	Jessica Maskrey, Head of Assets & Property	Date	February 2025

