

## Job Description

<b>Job Title:</b>	Property and Asset Manager
<b>Responsible to:</b>	Head of Digital and Technology
<b>Responsible for:</b>	Facilities Operator

The Trusts values and behaviours, the Wilf Ward Family Trust Way, play an important part to the expectations around how you perform in the role.

## Purpose of the Role

The Property and Asset Manager will support the Trust in ensuring that properties are fit for purpose and properties owned by the Trust provide a return on investment and/or support the delivery of the Trust charitable aims and objectives.

Working with internal and external stakeholders you will develop and deliver an asset management strategy aligned with organisational goals of the Trust.

This is an opportunity to work with us to transform the future with the individuals we support, helping us to deliver our new strategic aims and objectives, and achieve our vision of enabling extraordinary lives through outstanding support.

## Role Responsibilities and accountabilities:

As the Property and Asset Manager you will be responsible for undertaking the following responsibilities:

### Accountability

1. Lead on the development and delivery of the Trust's asset management strategy.
2. Oversee a portfolio of properties including supported living accommodation, properties used for the delivery of registered residential service, and offices owned by the Trust
3. Evaluate property asset performance taking into account financial, social, and environmental factors and develop a grading system for assets to inform decisions on redevelopment, investment, changes in use, and disposals.
4. Develop and oversee the delivery of a planned, preventative maintenance programme for the Trusts owned property assets and for leased properties held on a full repairing and insuring basis.
5. Develop and maintain preferred supplier lists/framework agreements for the supply of preventative and reactive maintenance to all properties owned or managed by the Trust, including applying expertise to evaluate the suitability of potential suppliers.
6. Manage property budgets, financial planning, and cost control and collaborate with finance colleagues to ensure efficient resource allocation.

7. Support the evaluation of property investment opportunities and property acquisitions.
8. Work with the Health and Safety business partner to support compliance with Health, Safety, Housing and other regulatory compliance requirements, including delivery of any capital programs related to compliance.
9. Providing direction and guidance to the Facilities operator to ensure successful day-to-day operational support across the property portfolio.

### **Commitment**

10. As the Trust's subject matter expert and strategic lead for property keep up to date with best practice and legislation relevant to the role.

### **Communication**

11. Excellent communication skills with the ability to influence, negotiate and establish credibility to represent the Trust and form positive relationships with suppliers, external partners and potential partners.
12. Provide expert advice to the Leadership Team and the Board of Trustees.
13. Develop and deliver reports and presentations.
14. Communicate in a way that recognises difference and ensures that people's individual communication needs are met, including those of the individuals we support.

### **Decision Making**

15. Work with a range of stakeholders and consider differing perspectives to support decision making.

### **Leadership**

16. Work with Registered Managers, Business Partners, Strategic Leads and the Leadership Team to provide guidance and support to others as needed; and to help develop the skills and capabilities within these teams.

### **Respect**

17. Respecting all colleagues by demonstrating The Wilf Ward Family Trust's Values in Practice.

### **Working Together**

18. Work with people from across the Trust and provide support to managers & other colleagues as appropriate.
19. This job description outlines the main duties of the post but does not exclude other duties as requested by the Head of Digital and Technology.

## Outcomes

To be successful in this role, the post holder will achieve the following outcomes:

1. Successful development of a property asset management strategy for approval by the leadership team/Board within agreed timescales.
2. Successful delivery/implementation of the strategy.
3. Successfully managing physical property assets that meet the financial, social, and environmental grading system agreed with the leadership team/Trustees.
4. Contribute to the successful delivery of the Trust's strategic plan: Extraordinary People, Extraordinary Lives.

## Qualifications and Experience

### Essential

- Educated to degree level or equivalent by experience in an appropriate field.
- Appropriate professional qualification e.g. MRICS.
- Proven experience of managing estates and asset services in a complex environment.
- Detailed, in-depth understanding and track record of asset management.
- Proven experience of leading on corporate projects and initiatives that cross service boundaries, acting as 'relationship manager' for external partners, recognising potential problem areas and finding solutions, identifying and implementing effective 'joined-up' solutions and approaches to meet the Trust's vision and values.
- Experience of having worked at a senior level in a multi-stakeholder environment.
- Experience of working with a range of internal and external stakeholders, including suppliers.
- Experience of developing requests for proposals/tender documents based on detailed requirements and undertaking vendor evaluations to provide fit for purpose solutions.
- Proven ability to prioritise, delegate and meet challenging deadlines.
- Knowledge and experience of strategic and business planning, including preparation of business cases.
- Experience implementing or using digital systems to support asset management.
- There is an expectation of travel around the Trust sites making a current full driving license essential.

### Desirable

- Experience of leading/delivering asset management/property management in a health and social care environment.
- Experience managing properties with BMS controlled complex M&E systems.

### Personal Qualities Include:

- A genuine passion for supporting the delivery of fit for purpose property solutions to meet the current and future needs of the organisation.
- A great communicator with an ability to use non-technical language.
- A can-do mentality with an innovative approach and a willingness to take acceptable risks.
- A confident approach to using technology and digital tools.
- A learning and inquisitive attitude to development in the environment, policy, and practice.
- Demonstrating the values and behaviours of The Wilf Ward Family Trust's Values In Practice.

We are committed to promoting health and wellbeing within the Trust and this means we're looking for an emotionally intelligent individual with people-centred leadership skills and a commitment to equality of opportunity for all.

The values promoted by the Trust are applicable in how we engage with and assist all the Individuals we support, and in how we interact with our colleagues. We strive to develop a culture based on well-intentioned feedback, challenge, and continuous improvement.

We expect our colleagues to demonstrate our values through practice and this means:

- Keep the person at the centre of everything we do
- Value, respect and develop people
- Maintain inclusive and respectful relationships
- Listen, learn, reflect, and grow
- Act with honesty, fairness and integrity

## HOW THE ROLE WILL WORK WITH THE WIDER ORGANISATION

