

Dear Applicant

Asset Manager

EVH Grade SM2-4: £58,052 - £61,206

Thank you for your interest in working with Glen Oaks Housing Association. Whilst you will see that our standard terms and conditions are very good, we also offer a range of additional benefits that demonstrate our commitment to making this a great place to work. The following information is enclosed:

1. Job Description
2. Person Specification
3. Application Form (please note CVs are not accepted)
4. Employee Benefits
5. Equality Monitoring Form
6. Privacy Notice

Further information about the Association can be found on our website at www.glenoaks.org.uk

Please note that applications require to be submitted to the Association by **5pm on Tuesday 22 July 2026**. Completed application forms should be returned to: martha.hutcheson@glenoaks.org.uk

Should you have any questions after reading the enclosed information, please do not hesitate to contact Martha Hutcheson at the above email address.

We look forward to receiving your completed application form.

Yours faithfully



Nicola Logan
Chief Executive

Registered Office: 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

t: 0141 638 0999 **f:** 0141 638 5999 **e:** go@glenoaks.org.uk **w:** www.glenoaks.org.uk

Guidance Notes for Applicants: Asset Manager

1. The form should be typed or completed in black ink or black ballpoint pen for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.
4. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the Selection Panel will only consider the information contained in your application form and assess this against the Person Specification.
5. It is not the responsibility of the Selection Panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, as long as you are able to demonstrate this.
6. If you are shortlisted for interview, the Selection Panel will wish to discuss the areas covered in the Person Specification in more detail. In particular, the Panel will assess your commitment to and understanding of Diversity & Equal Opportunities.
7. If you are related to any members of staff, Board members, consultants, contractors or suppliers to the Association, this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.

Person Specification – Asset Manager	
Criteria	Essential / Desirable
Experience and knowledge	
<ul style="list-style-type: none"> • Significant experience in asset management, property management or construction within a housing or similar environment • Strong knowledge of building maintenance, refurbishment and component lifecycle planning • Proven track record of developing and delivering planned investment programmes and lifecycle asset strategies • Experience of leading or managing teams and / or external partners to deliver programmes and services • Experience of managing contractors and service providers, including procurement and performance management • Sound understanding of statutory compliance requirements including asbestos management, electrical safety, fire safety, gas safety and water hygiene • Working knowledge of relevant legislation and guidance e.g. CDM regulations, building standards • Experience of developing or delivering housing development projects • Experience of delivering 5-year investment and 30-year life cycle programmes. • Knowledge of environmental systems and sustainability measures, including energy efficiency improvements • Experience within social housing, including knowledge of the Scottish Housing Regulator and Scottish Housing Charter • Experience of planning for or delivering net zero or carbon reduction programmes • Experience of Asset Management software systems and continuous improvement planning 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
Skills and behaviours	
<ul style="list-style-type: none"> • Customer-centred approach, flexible, confident and assertive manner • Focus on outcomes, ensuring programmes deliver measurable improvements to assets and services • Positive and adaptable leadership style, with the ability to motivate others and support change • Ability to analyse complex information and translate it into clear, evidence-based investment decisions 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

<ul style="list-style-type: none"> • Strong written and verbal communication skills, including the ability to present clear, concise reports to senior management or Board-level audiences • Strong organisational skills with the ability to plan and deliver multiple workstreams • Commitment to fostering an inclusive and collaborative working environment • Financial awareness, including experience of managing budgets and demonstrating value for money • Ability to build effective relationships with internal and external stakeholders 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Professional membership and qualifications	
<ul style="list-style-type: none"> • Relevant professional qualification in construction, surveying, asset management, or a related field (or equivalent experience) • Chartered membership of a professional body (RICS, RIBA, CIOB) 	<p>E</p> <p>D</p>
Other requirements	
<ul style="list-style-type: none"> • Driving licence and access to a vehicle for business use • Commitment to the values of Glen Oaks HA • Commitment to equality, diversity and inclusion • Flexible approach to working hours where necessary 	<p>D</p> <p>E</p> <p>E</p> <p>E</p>

Job Description: **Asset Manager**

Grade and Salary	EVH Grade 9, SM2-4
Reporting to:	Asset Director
Responsible for the following staff:	2 x Asset Officers, 1 x Asset Assistant

1. General Aims

- 1.1 Responsible for the effective leadership and delivery of the asset investment programme, ensuring it aligns with the Association's strategic objectives.
- 1.2 Daily management of the asset team, ensuring all assets are maintained to a consistently high standard, operate efficiently and meet both current and future customer expectations.
- 1.3 Implement energy efficient solutions, improve asset sustainability and identify opportunities to enhance value and reduce long term costs.
- 1.4 Key role in factoring management to ensure effective maintenance and repair of mixed tenure properties.

The following list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. Roles and responsibilities may also alter due to changes in service delivery requirements, legislative changes, new technology or other external factors.

2. Main Responsibilities

- 2.1 Co-develop, implement and manage the asset investment programme in line with the Association's business plan and asset management strategy, using robust stock condition data and lifecycle planning to inform decisions and reduce reactive repairs.

- 2.2 In collaboration with colleagues, define and monitor medium- and long-term financial requirements to deliver the Asset Management Strategy, identifying and communicating investment needs and stock modernisation projects to meet SHQS, EESSH and strategic asset priorities, and report on performance as required.
- 2.3 Lead medium- and long-term budget preparation and programme planning, and oversee delivery of the annual investment programme to ensure projects are completed efficiently and deliver strong value for capital investment.
- 2.4 Control spend, forecasts and monitor programme expenditure against budget and investigate significant financial variations, with recommendations for remedial action as necessary
- 2.5 Manage and provide advice and support to the team of Asset Officers and Assistant, for all investment works. Ensure works meet contractual and health and safety requirements and that customer satisfaction levels are maintained through active consultation.
- 2.6 Identify, assess and mitigate risks associated with investment projects and asset performance. Develop contingency plans where necessary and ensure risk is managed through control measures and proactive management.
- 2.7 Establish and implement the most economically and advantageous contracts for the delivery of works through compliant procurement methods and performance management procedures, ensuring that contract documentation clearly sets out all legislative and regulatory requirements and that there is team consistency and fairness in the approach to scoring.
- 2.8 Ensure the appointment of competent contractors through appropriate procurement methods and contractor approval procedures and that performance is monitored and managed by the team through adherence to contract KPIs and that corrective action is taken when required.
- 2.9 Ensure that technical and / or specialist knowledge of planned, cyclical and responsive maintenance is shared with colleagues to consistently improve reactive maintenance, voids, new-build and retrofit development opportunities.
- 2.10 Assist in the continued development and procedural operation of the HomeMaster system to support delivery of the Asset Management Strategy, ensuring that systems are fully utilised and that information on changes to properties and components arising from all works are adequately recorded and updated as required, informing future investment.

3. Health & Safety

- 3.1 Ensure all staff have a good understanding of the Health & Safety Policy and their roles and responsibilities to ensure a healthy and safe workplace.
- 3.2 Ensure all staff report any health and safety concerns that they may have, and they have an understanding of what constitutes a reportable incident under the Health and Safety at Work Act.
- 3.3 Ensure that staff have a good understanding of the risk assessment process and the importance of keeping this information up to date.
- 3.4 Ensure that all staff undertake core health and safety training relevant to their roles, and this is regularly monitored and audited to ensure the safety of all.

4. Customer Service

- 4.1 Promote good quality relationships with tenants, owners, the local community and other key stakeholders.
- 4.2 Engage with customers to understand their needs, manage their expectations and ensure high-quality customer service at all times.
- 4.3 Ensure customer complaints are investigated and resolved within timescale.

5. People Management

- 5.1 Ensure the Asset team is led, managed, supported and developed to provide the best possible service for tenants and other customers.
- 5.2 Carry out regular team and one-to-one meetings to monitor and review performance.
- 5.3 Ensure key behaviours are instilled, encouraged and developed.
- 5.4 Responsible for recruitment of new staff members to the Asset team, ensuring they have the skills to achieve the right solutions and are empowered to take decisions to meet business requirements.

6. General

- 6.1 Ensure the values of the Association are reflected in all aspects of your work.
- 6.2 Maximise the use of ICT to improve efficiency, increase productivity and develop new and existing services.
- 6.3 Ensure all information, reports and statistics are recorded, processed, or produced in line with GDPR, Glen Oaks' policy and procedures and any regulatory requirements, within agreed timescales.
- 6.4 Contribute to the successful delivery and achievement of strategic and operational objectives.
- 6.5 Attend meetings and carry out other work as required, outwith normal working hours where relevant, as instructed by the Chief Executive Officer.
- 6.6 Support the wider team during busy periods.