

Asset Management and Sustainability Manager

Reports to: Assistant Head of Property

Responsible for: Asset Data & Property Support Administrator

Working in: Property Pod

This role will take the lead on Red Kite's asset management, sustainability and decarbonisation strategy, driving the transformation of our property portfolio. You will also support the planning and execution of our stock investment programmes.

A key aspect of the role is engaging with tenants and the broader community, ensuring their voices are heard and their feedback shapes the development and implementation of Red Kite's Asset Management and Sustainability Strategy.

You will conduct thorough research across all areas of asset management and sustainability, including sustainable transport, fuel poverty, renewable energy, and the influence of local and national policies on Red Kite's sustainability journey. You will analyse asset management data keep it up to date and accurate, and set out programmes of work to ensure the stock is maintained on a just in time basis, aligned with our investment programme and business plan, whilst maintaining Decent Homes standards.

What we need you to do

- Working with the Assistant Head of Property, Head of Property and Director of Property & Development to develop and implement Red Kite's Asset Management, Sustainability and Bio-Diversity (Environmental) Strategy, which demonstrates a comprehensive understanding of stock condition and overall performance, that complies with Regulation and Legislation.
- Work with our development team to ensure new properties are developed in line with our core principles and provide homes fit for the future.
- Assist with ensuring that Red Kite has a strong annual, five year and 30-year investment plan for homes which safeguards compliance with the decent homes standards and delivers Red Kite's ambitions for decarbonisation and the energy efficiency of the property stock.
- To ensure that Red Kite holds robust and up to date stock condition and thermal efficiency (EPC) data on properties and has mechanisms in place to analyse data and develop options to inform co-ordinated and value for money investment decisions.
- Lead, and work in collaboration with colleagues and teams at Red Kite on the delivery of a range of capital projects to further Red Kite's aspirations (e.g. regeneration projects. remodelling, sale and purchase and improvement of property stock)
- Working with the Assistant Head of Property, to deliver high performing and tenant focussed planned maintenance programmes incorporating energy efficiency works, making sure tenants have well maintained and decent homes.

- Through good stock management and effective procurement, drive programme efficiency and value for money.
- Review and ensure Red Kite has an excellent tenant engagement process in place to capture insight to inform investment programmes and service delivery for tenants.
- Working with the Assistant Head of Property to have robust oversight and control of budgets and assist with the setting of budgets for the Property Pod service area.
- Working with the Assistant Head of Property and Procurement Manager to review and implement a procurement strategy for planned investment and decarbonisation work, and ensure contracts provide efficiencies through partnership with others.
- Working with the Assistant Head of Property to develop and implement a Sustainability strategy which sets clear objectives for the reduction of Red Kite's carbon footprint including the development of proposals to ensuring all properties have an energy efficiency rating of EPC C by 2028 and consideration of full decarbonisation of the stock by 2050 in line with government targets.
- Lead on accessing grant external funding and working in partnership to assist Red Kite in delivering energy efficiency improvements and sustainability and environmental ambitions.

What you will be responsible for:

- Provide inspirational leadership on all things Asset Management and Sustainability, with clarity of direction, effective communication, and partnership working, along with motivating and developing staff members maximising staff potential.
- Ensuring a structure is in place to maintain, measure, monitor and report on key performance indicators and other reporting metrics, working alongside the Insight team.
- Produce reports and programmes from data held within various IT systems
- Assist with policies, processes and procedures that reflect and support Red Kite's asset management, data and property functions.
- Support the Assistant Head of Property with providing programme update reports, and lessons learnt reviews, including asset database (Keystone) reporting and maintenance.
- Be involved in a rota system (usually one week in every nine) to provide emergency evening and weekend phone support for contractors and customers when emergency situations arise. This may require occasional on-site attendance of emergency work e.g. major fires, floods etc. You may also be required to act as support to other on-call staff where higher-level management input is needed or where escalation is required
- Assign work to team members to ensure the cost effective and efficient use of the asset database (Keystone), including updating asset stock data and associated reporting functions.
- Manage staff performance through one-to-ones and appraisal discussions, reviewing targets and objectives and monitoring progress to ensure desired outcomes and implement training where required.

Where have you come from

- A background of Asset Management with data control, alteration and accuracy at it's heart.
- A background and environment where there has been a desire for sustainability in its widest sense, development of housing investment and energy efficiency programmes.
- A place where you have supported a team in achieving consistency and high-quality services and great satisfaction
- A place where you have effectively managed large scale and small property related work and delivered works and managed an asset management functions
- A customer focused organisation
- A housing organisation or similar
- A place that focused on best value services and continuous improvement
- A place where technology was the catalyst for improving services to tenants
- A role where you had to use different office systems and admin processes including IT packages, filing systems and electronic communications

What our team and staff will see in you

- A person with good judgement and clear thinking when dealing with ambiguity
- Good attention to detail and excellent report writing
- Someone who assimilates relevant information quickly, and accurately and consults where necessary, ensuring others understand the decision that has been reached
- A person who is skilled at managing and interpreting data, ensuring it is kept up to date and accurate at all times
- A person who is skilled at managing budgets and understands value for money
- A person who is proficient in preparing and managing multiple programmes
- Someone who leads by example and personally demonstrates organisational values and expected behaviours
- Someone who responds quickly and effectively and can make informed decisions
- A person who has experience of good forward planning, programming works over multiple years
- A person who has a good understanding of best practice within social housing
- Someone who is IT literate, proficient in Microsoft Word, Outlook, Excel and PowerPoint

As a person, you will:

- Have a passion for asset management and sustainability and understanding how this links to the wider social agenda and stock investment programmes
- Be skilled at building effective and productive working relationships with staff, managers, partners and tenants
- Be excellent at verbal and written communication
- Able to prioritise your workload, create and maintain various databases.
- Be a confident, independent problem solver and an effective decision maker

- Be committed to the aims and ambitions of Red Kite and the broader issues of social housing
- Be a team player with good self-awareness
- Be able to translate ideas and examples of good practice into improved service delivery
- Be experienced of operating at management level in housing development, construction, and regeneration.
- Experience of working in a complex and regulated environment relating to property/assets/investment.
- Educated to a degree level or equivalent experience in property related area.
- Experience of working in a managerial role in a housing association or property related environment.
- Experience of data analysis and management of systems and processes.
- Be a car driver and hold a valid licence