



Eldon Housing Association Ltd Job Description

Job Title: **Assets and Facilities Manager - (Core)**

Responsible to: Head of Assets and Facilities Management

Responsible for: Premises Officers, Helpdesk Coordinator (Core)

Location: Based in the Eldon Head Office, with home working up to 2 days per week, and working across the Eldon sites in and around Croydon, West Sussex, and East Grinstead for the proper performance of the role.

Overall purpose of the job:

- To oversee the management and maintenance of multiple properties within the Eldon portfolio, ensuring that all properties are safe, well-maintained, and compliant with relevant regulations.
- To lead and motivate the Core Facilities Team to provide a professional and robust Facilities Management Service.
- To demonstrate strong visible leadership, technical knowledge, and the ability to work collaboratively with internal teams, contractors, and external stakeholders.
- To oversee the void management process, ensuring timely turnaround and minimising void loss.
- To manage planned and responsive repairs and maintenance efficiently, ensuring value for money.
- To ensure all properties comply with statutory regulations, industry best practices, and internal policies.
- To manage the Eldon property budget effectively, monitoring expenditure and identifying cost-saving opportunities.
- To serve as the main point of contact for tenant queries and maintenance concerns, ensuring quick and effective resolution.
- To report regularly to the Head of Assets and Facilities Management on key operational matters, including budget management, compliance, and team performance.

The postholder will also provide support and cover for the C4C contract and colleagues as and when necessary.

Key Responsibilities:

Property Management & Maintenance, Helpdesk (Core)

- Oversee the management and upkeep of Eldon Housing's property portfolio, ensuring high standards of maintenance and compliance.
- Develop and implement planned and reactive maintenance strategies to optimise property performance and longevity.
- Lead on property inspections, risk assessments, and stock condition surveys, implementing recommendations as required.
- Ensure strict compliance with health and safety legislation, including fire, gas, and electrical safety.
- Drive cyclical and planned maintenance works, refurbishment projects, and improvement initiatives, ensuring delivery on time and within budget.
- Monitor helpdesk calls (Core), ensure it operates efficiently, responding to repair requests and coordinating maintenance work effectively.
- Provide cover for the helpdesk by logging calls and arranging for repairs to be carried out.
- Oversee site inspections, ensuring grounds, gardens, and communal areas are well maintained.
- Manage adaptation works in collaboration with local authorities and Disabled Facilities Grant (DFG) funding processes.

Contract & Contractor Management

- Manage relationships with contractors, service providers, and suppliers to ensure high-quality service delivery and cost-effectiveness.
- Assist with the procurement and selection of contractors, ensuring robust processes and value for money.
- Monitor and evaluate contractor performance, ensuring service level agreements (SLAs) and key performance indicators (KPIs) are met.
- Oversee the inspection of completed works, ensuring high standards before sign-off.

Tenant Satisfaction and Repairs

- Serve as the main point of contact for tenant queries and maintenance concerns, ensuring quick and effective resolution.
- Enhance customer satisfaction by improving response times and communication with tenants regarding repairs and maintenance.
- Develop initiatives working together with the Head of Housing, Care and Support to improve tenant engagement, keeping them informed about property works and improvements.

Void Management and Repairs

- Oversee the void management process, ensuring timely turnaround and effective re-letting.
- Ensure necessary repairs and compliance checks are completed promptly.
- Work closely with internal teams to minimise void loss and improve efficiency.

Compliance & Health & Safety, Fire Safety

- Ensure all properties comply with statutory regulations, industry best practices, and internal policies.
- Maintain up-to-date records of compliance certificates, inspections, and risk assessments.
- Maintain fire safety management, ensuring all properties meet Fire Risk Assessment (FRA) requirements.

- Oversee fire door and compartmentation monitoring, conducting surveys and inspections as necessary.
- Manage adaptations in collaboration with local authorities under the Disabled Facilities Grant (DFG) framework.

Grounds & Facilities Management

- Oversee site inspections, ensuring that communal areas, grounds, and gardens are maintained to high standards.
- Manage external contracts for landscaping and grounds maintenance, ensuring service quality.

Finance & Budget Management

- Manage the Core Asset & Facilities Management (AFM) budget, monitoring expenditure and identifying cost-saving opportunities.
- Review and approve invoices, ensuring financial accountability.

Performance Monitoring & Reporting

- Establish robust KPIs and reporting mechanisms to track property performance, contractor efficiency, and maintenance service levels.
- Regularly review performance data and implement improvements to enhance service delivery.
- Provide visibility on-site, ensuring management presence and engagement with tenants and stakeholders.

Leadership and Staff Management

- Lead, develop, motivate, and manage the Assets and Facilities Core team to optimise engagement and performance.
- Ensure that staff performance is managed effectively in accordance with policies and procedures, including training compliance.
- Address any staff underperformance, discipline, or grievance issues in accordance with policies and procedures.
- To promote learning and development to enhance staff performance and facilitate career development.
- To monitor and control Key Performance Indicators.
- In liaison with the People and Resources Team, identify and implement staff development training for the proper delivery of all operations.
- Contribute positively to meetings.
- Demonstrate strong leadership and set a high standard of professionalism, integrity, and performance for the team.

Learning and Development

- To assist with basic refresher training for staff within the Asset and Facilities management team as and when required also identifying additional training needs
- To actively participate in self-development as appropriate and training as identified for the benefit of performance management

Reputation

- To work to promote the Association and ensure that its reputation is maintained and enhanced.

Person Specification:**Essential skills and experience:**

- Proven experience in property management, facilities management, or a related field.
- Strong knowledge of building maintenance, compliance, and health and safety regulations.
- Experience managing budgets, contracts, and service providers.
- Excellent problem-solving skills and ability to handle maintenance issues efficiently.
- Strong leadership and team management abilities.
- Good communication and negotiation skills, with the ability to liaise effectively with a range of stakeholders.
- IT literate, with experience using property management or maintenance software, and MS Office.
- Full driving licence and own vehicle

Desirable:

- Relevant professional qualification (e.g., RICS, IWFM, NEBOSH, IOSH), or the willingness to undergo a relevant qualification.
- Experience in managing social housing or supported living properties.
- Project management experience related to property refurbishments and improvements.