



## **Eldon Housing Association Ltd**

### **Job description**

**Job Title:** **Head of Assets & Facilities Management**  
**Responsible to:** Chief Executive as part of the Senior Leadership Team  
**Responsible for:** C4C Contract Manager, Asset and Facilities Manager (Core)  
**Location:** Based in the Eldon Head Office, with home working up to 2 days per week, and working across all Eldon and C4C Schemes in Croydon, East Grinstead and West Sussex for the proper performance of the role.

#### **Overall purpose of the job:**

- To be accountable for the management and delivery of Eldon's Assets and Facilities Management in line with statutory and legal requirements, while promoting the agreed strategic aims, objectives, values, and culture.
- To promote partnership working, ensuring good relationships and common aims.
- Take ownership of budgeting processes, ensuring accurate forecasting, strategic allocation of resources, and ongoing financial oversight, while leading procurement initiatives to drive value, efficiency, and compliance.
- To support new developments and property acquisition and/or disposal.
- Promote and grow the business through identification and evaluation of new business opportunities and the extension of service provision.
- Responsibility for Compliance and Health and Safety in all aspects of the business as the Health and Safety Officer for the Association, ensuring that the Association adhere to all relevant legislation and that there is a strong health and safety culture.
- To lead on the implementation of new software systems and processes to achieve results and streamline Asset and Facilities operations.

#### **Key Responsibilities:**

##### **Leadership:**

- Lead, develop, motivate, and manage the Asset and Facilities team to optimise engagement and performance.
- Contribute positively to the Senior Leadership Team's strategic and operational deliberations to implement the Association's Business Plan and to sustain and grow the business.
- Work to promote the Association and ensure that its reputation is enhanced and to actively promote its Equal Opportunities and Diversity policies, ensuring that all practices/procedures are in accordance with best practice equality and diversity procedures.
- Demonstrate exemplary leadership and set a high standard of professionalism, integrity, and performance for the team.

##### **Performance Management, Training and Development:**

- Ensure that staff performance is managed effectively in accordance with policies and procedures and identify individual training and development needs.
- 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.
- To lead on internal audits for the operations of the Association.
- In liaison with the People and Resources Team, identify and implement staff development training for the proper delivery of all operations.
- To actively participate in self-development as appropriate and training as identified for the benefit of performance management.

#### **Budget Management:**

- Be the procurement lead across Eldon, providing strategic advice, expert guidance, and taking ownership of procurement processes to ensure value for money, compliance, and operational efficiency.
- Provide accurate, timely and realistic budgets with appropriate targets, levels of activity and programme information for the annual budget, Corporate Plan and the 30-year business plan to the Chief Executive.
- Ensure contracts are managed efficiently and effectively in accordance with the Association's financial regulations and standing orders.
- Monitor and control expenditure in accordance with the Association's procedures and financial regulations.
- Ensure processes are maintained, are timely, and payment of invoices and valuations are subject to proper authorisation.

#### **Facilities Management:**

- To provide a professional and robust Asset and Facilities Management Function, on both the C4C contract and Core / Property Services.
- To be responsible for the proper implementation of Facility Management Services in accordance with all Service Level Agreements, contracts and established procedures and method statements
- To manage and co-ordinate the Facilities Services team ensuring performance targets are met.
- To ensure all sub-contractors and specialist contractors meet the Association's standards and follow industry best practice.
- To manage and update of the Stock Condition Survey data and Life Cycle Programme
- To ensure the 24-hour emergency call out service operates efficiently and remains cost effective.
- To be responsible for the production and monitoring of the Facilities Management Services annual budgets.
- To promote the Association's Environment Policy and manage the Association's Carbon footprint.

#### **Asset Management:**

- Responsible for the determination and implementation of the planned maintenance and life cycle replacement programme.
- To be responsible for the production and monitoring of the Facilities Management Life Cycle replacements annual budget.
- To ensure the proper supervision of all external service contractors ensuring compliance with the manufacturer's recommendations and the established planned preventative maintenance programme.

- To be responsible for the maintenance of all finishes to protect, maintain the appearance of and maximise the life of all buildings.
- To be responsible to produce reports for the Board of Management, its Committees and Clients where required.

#### **C4C:**

- To manage all contractual responsibilities at Project Liaison Group Meetings.
- To take full responsibility of the C4C contract including liaison with key partners and stakeholders, working with the C4C Contract Manager, who will manage the day to day operations of the contract, and the CEO who is a Director on the C4C Board.
- Oversee the development, monitoring, and implementation of Cyclical Maintenance Reports to ensure proactive asset upkeep.
- Lead the Life Cycle Programme, ensuring assets are maintained, refurbished, or replaced in line with strategic planning.
- Ensure data-driven decision-making for asset renewal and maintenance, balancing cost efficiency with long-term sustainability.
- Work with finance and operational teams to align cyclical maintenance and life cycle planning with budget forecasts and corporate objectives.

#### **Health and Safety:**

- Working with qualified Health and Safety Advisors acting as the Competent Person, to be responsible for ensuring Health and Safety legislation is adhered to at all the Association's buildings making changes to procedures.
- Ensure the Association remains compliant with H&S Legislation.
- To ensure all identified Health and Safety issues are addressed through procedures and implemented at all schemes.
- To ensure risk assessments are carried out to enable appropriate measures to be put in place to alleviate or reduce those risks.
- To ensure all necessary records showing compliance with regulations both internally and externally are completed by the relevant staff and contractors.

#### **General Responsibilities:**

- To actively lead by example and motivate staff to deliver a high standard of service and meet required deadlines, through setting standards, providing support and guidance and monitoring performance.
- To work to promote the Association and ensure that its reputation is enhanced and actively promote its equal opportunities and diversity policies, ensuring that all practices/procedures are in accordance with good equality practice.

#### **Best Practice:**

- To work to promote the Association and ensure that its reputation is enhanced and to actively promote its EDI policies, ensuring that all practices/procedures are in accordance with best practice.
- To work within the Association's EDI Policy and ensure implementation of the same.
- Co-ordinate and maintain accreditation of the business as determined by the Executive and Senior Leadership Team.
- Be aware of Health and Safety regulations at all times, ensuring compliance.
- To adhere to the Association's Environmental Policy

#### **Other:**

- Undertake other duties as required by the Chief Executive.

- Deputise for the Chief Executive as and when required.
- To deal with urgent matters arising out of hours affecting business continuity and attend if necessary.

Occasional evening or weekend work will be necessary

No job description can cover every issue that might arise and the postholder is expected to carry out other duties from time to time, broadly consistent with those detailed in this job description.

## **Person specification:**

### **Essential Qualifications, knowledge, and Experience:**

- Experience at Senior Manager Level or above, within a social housing or a similar regulated environment.
- Strong experience delivering contracts, including PFIs.
- Good understanding of Landlord Health and Safety legislation and regulations with a proven track record of compliance.
- Good understanding of housing management, care and support, strategic asset management, and facilities management.
- Strong leadership skills and experience.
- Keen attention to detail, methodical work practice, organised, reliable and motivated.
- Good communication and negotiation skills, with the ability to liaise effectively with a range of stakeholders.
- Evidence of continuous professional development.
- IT literate, ability to manage and analyse complex data sets, proficient in core systems such as MS Office.

### **Desirable:**

- Education to degree level and / or above.
- A relevant housing and facilities management qualification.
- Experience of implementing new software and systems and drive forward improvements.
- BIFM (British Institute of Facilities Management) Level 4 and above.
- Full UK Driving Licence and own vehicle.