

Asset Management

What's the role?

Lead a team of Property Assessors to carry out surveys to assess the condition of our homes and buildings as well as EPCs to enable the accurate planning of current and future investment and to ensure they meet Statutory Compliance Regulations and Curo standards.

Manage the resourcing allocation of the stock condition survey programme to ensure KPI's are achieved.

Ensure that projects for improvement works on Curo stock in relation Customer Consents are delivered on time, within budget, and to agreed quality standards.

What will I have to do? I will...

- Lead and motivate a team of Property Assessors to collect accurate and high-quality property data
- Under the guidance of the Technical Manager, implement a programme of learning and development to enhance the knowledge and understanding of the Property Assessors of building defects, diagnosis and remedial action
- Work closely with Property Performance and Planning team and other teams to ensure that the level, quality and evidence of data is understood and collected through the use of mobile technology
- Undertake detailed property condition surveys in accordance with Curo's survey programme and against set targets for completion.
- Undertake EPC or SAP assessments where required and identify where investment in energy efficiency and sustainability measures is best targeted.
- Undertake HHSRS assessments and in addition bring to Curo's attention any safeguarding concerns.
- Calculate HHSRS hazard categories and ratings and ensure these are reported to Curo Response accurately and timely.
- Ensure a high level of consistency and accuracy in the collection of property related data sets. Data will meet and/or exceed set data quality targets.
- Ensure that areas of non-compliance with statutory obligations, Compliance/Curo Home Standards are identified and reported for attention to the relevant Property Safety Teams.
- Assist with matters relating to customer consent applications regarding to the proposed alterations, including the identification of unconsented works and the provision of information for retrospective consent applications
- Undertake pre and post inspections of Customer delivered improvement works, ensuring that standards and regulations (where applicable) are adhered to.

- Supervise the progress of and quality of works undertaken by customers or their contractors that may be selected by third parties ensuring works are delivered on time and to a good standard in line with the agreed specification.
- Take responsibility for the risk management and problem solving as part of a survey or inspection, ensuring that both are managed in line with Curo's corporate approach.
- Provide and record property attribute and condition information ensuring that Curo's asset management systems are accurately and effectively updated with relevant information.
- Work closely with key stakeholders to develop and improve processes to maximise levels of access to customers' homes.
- Support my colleagues across the department with the delivery of a high quality, customer driven service.
- Assist in the development of policies, processes, systems and procedures ensuring that they align with regulation, best practice and are fit for purpose.

What do I need to be successful? I will...

- Demonstrate my ability to provide excellent customer service and achieve the outcomes required.
- Demonstrate excellent attention to detail, focus and momentum when working on repetitive tasks.
- Demonstrate I have a strong ability to diagnose technical building issues and provide a solution based approach to rectify these.
- Evidence that I am flexible and at times prepared to work around the norm to meet my targets and provide my customers with flexibility.
- Demonstrate my ability to be self-motivated, with good organisation skills and the ability to organise conflicting priorities to meet deadlines.
- Demonstrate my excellent numeracy and analytical skills.
- Demonstrate my good IT skills and knowledge of Microsoft Office.
- Demonstrate I am a team player who can support colleagues within a team environment.
- Demonstrate I am an excellent communicator, able to establish strong relationships and communicate effectively with key external and internal stakeholders.
- Demonstrate effective management of risk.
- Evidence my ability to remain calm and to deliver under pressure.
- Evidence of being a qualified and experienced Domestic Energy Assessor, capable of undertaking surveys to obtain Energy Performance Certificates
- Evidence of managing a team of colleagues and confirmation of achieving deadlines, milestones and supporting colleagues.
- Evidence I possess a valid driving license and access to transport.

How will I evidence my success? I will...

- Seek feedback from my customers, colleagues and my manager about my effectiveness in delivering my services, as well as how I deliver them.
- Manage and lead a team of Property Assessors to carry out EPCs and Stock Condition Surveys
- Successfully meet departmental targets and KPI's
- Evidence quality in the property condition intelligence I collect through regular QA's of my work and set Data Integrity targets.
- Evidence that I understand and assess Curo's assets against regulatory and internal standards, with our customers' safety at the heart of what I do.
- Evidence that I adopt and apply Curo values through my work.

Name.....

Signature.....

Date.....