

# Head of Asset Delivery

## Recruitment pack

January 2023

<b>Salary:</b>	£60-70k per annum, depending on experience
<b>Status:</b>	Permanent, full-time, part-time and flexible working hours will be considered
<b>Base location:</b>	Commutation Plaza, Liverpool City Centre (hybrid working)
<b>Application closing date:</b>	10 February 2023
<b>First Interview:</b>	21 February 2023 (Interview and assessment)
<b>Second Interview:</b>	24 February 2023 (Second stage interview and meet the team)

# Contents

Letter of Introduction	page 3
About Us	page 4
Our Mission and Values	page 8
Our Asset Management Team team structure	page 10
Our Asset Management delivery structure	page 11
Head of Asset Delivery Role profile	page 12
Application and assessment process	page 16

January 2023

Dear Applicant,

## **Head of Asset Delivery**

Thank you for your interest in joining us as Head of Asset Delivery.

Regenda Homes is an award-winning Registered Social Housing provider with around 12,000 homes in Merseyside, Greater Manchester, Cheshire and Lancashire. We offer a range of tenure and property types, which allow people to access quality affordable homes to suit their needs. We're part of an ambitious and forward-thinking partnership of organisations with a core purpose of **regenerating places and creating opportunities for people**.

We are now looking for a new Head of Asset Delivery to join our fantastic Asset Management team and to lead and develop repairs and maintenance services which meet the needs and aspirations of our customers and our organisation. This key strategic role is responsible for the management of a budget of circa £18 million and a team of 26 staff, overseeing a broad range of services within our asset delivery function, including repairs, investment, soft services, facilities management, voids and all major work activity.

We are searching for a candidate who is dynamic, resilient and solutions focused with a positive outlook and a passion for delivering a first-class service to customers. Whilst you'll need a keen eye for detail and the ability to implement and deliver process change, you'll also need to be flexible to adapt to changing circumstances in line with the management of a diverse portfolio. Technically astute and data-led, you'll use your experience of best practice in repairs and maintenance to deliver services in line with financial and quality targets.

You will be committed to delivering the aspirations, aims and ambitions of our Asset Management Strategy and as such you will place our customers at the heart of our service delivery. You will create and maintain an environment within which openness and honesty, customer centricity, one team ethos and value for money are core values, and lead, coach and motivate a highly competent, professional and dedicated team to deliver a range of quality services in a continually changing environment.

This really is a wonderful opportunity for the right person to make a real difference and to join a brilliant team in a brilliant organisation.

For an informal chat about the role or The Regenda Group please get in touch with me on 07581383504 or via email to [matthew.rothwell@regenda.org.uk](mailto:matthew.rothwell@regenda.org.uk)

Once again thank you for your interest and I look forward to receiving your application by Friday 10 February 2023.



Matthew Rothwell  
**Director of Asset Management**

# About Us

The Regenda Group exists to regenerate places and create opportunities for people.

Every organisation in the Group wants to do the right thing for the people and places in which we work - and by being part of the Group we can see, and reach, so much further together.

Our group structure allows us to treat people as just that – individuals, who like many of us, need to access all kinds of support and services at different stages of life.

It's a way of making connections across those different services and finding opportunities so people can ultimately stand taller, and reach further, too. It is also a way of channelling the incredible energy, talent and commitment of staff working across our organisations.

The Group employs around 700 people, has assets of around £525 million and a turnover of £70 million. We have built over 400 properties in the last three years, including homes for sale, social and private rent and shared ownership, in rural and city centre locations. The Group is growing - we have acquired four new businesses in the last five years.

The name Regenda is a combination of "regeneration" and "agenda", reflecting our history of regenerating buildings and neighbourhoods.

Our Group head office is based in Liverpool, and we have offices across the North West, including in Blackpool, Burnley, Fleetwood, Oldham, Rochdale and St Helens.



## **Regenda Homes**

Regenda Homes (the trading name for Regenda Limited) is a housing association with nearly 10,000 properties in the North West. Most of these are social rented housing; the company also has over 1,700 supported housing and for older people and manages over 400 shared ownership homes.

Regenda Homes aims to support its residents to realise their full potential and to ensure they have the best possible quality of life in healthy, safe, prosperous and sustainable communities. It works with a range of partner organisations to provide affordable housing and to achieve sustainable community regeneration.

It is a registered society (Regenda Ltd) under the Co-operative and Community Benefit Societies Act 2014, registered with the Homes and Communities Agency (L4653). Its head office is in Liverpool, and it has neighbourhood offices in Liverpool, Fleetwood and Oldham.

[www.regenda.org.uk/](http://www.regenda.org.uk/)

## **M&Y Maintenance and Construction**

M&Y Maintenance and Construction provides responsive repairs, planned works, renewables and new build services across the North West.

It has over 30 years' experience in providing great value responsive repairs work, including property refurbishments, gas servicing, gardening and tree management. Its planned work covers electricals, window and door replacements, central heating installations, bathrooms, and kitchen fitting.

M&Y is a wholly owned commercial subsidiary of Regenda Ltd; its head office is in St Helens and it has depots in Oldham and Lancashire.

[www.my-maintenance.com/](http://www.my-maintenance.com/)

## **Redwing**

Redwing has been established for over 30 years. It offers private rented properties, leasehold and apartment block management and shared ownership and sales, managing over 1,200 homes and retirement properties across the North West.

The company also owns and manages commercial premises. It is a non-charitable, wholly owned subsidiary of Regenda Ltd, a society registered under the Co-operative and Community Benefit Societies Act 2014, registered with the Homes and Communities Agency (L0877).

[www.redwing.co.uk](http://www.redwing.co.uk)

## **McDonald Property Rentals**

McDonald Property Rentals is the Fylde's leading lettings agency.

Established for more than 40 years, it has offices in Blackpool and Cleveleys and manages a substantial portfolio of homes from smaller apartments to larger family houses.

The business offers a high-quality, personal service to landlords and tenants.

[www.mcdonaldpropertyrentals.co.uk/](http://www.mcdonaldpropertyrentals.co.uk/)

## **Petrus Community**

Petrus Community is a registered charity which has been providing supported housing and services to homeless people since 1972. They do this throughout the Borough of Rochdale (including Heywood and Middleton), Rossendale and Oldham.

Petrus believes people should have access to safe, secure, quality housing. They exist to support a wide range of people in housing need and develop their skills, independence and choice. They have a strong commitment to actively involve those who use their services.

Petrus joined the Regenda Group in August 2016.

[www.petrus.org.uk](http://www.petrus.org.uk)

## **The Learning Foundry**

The Learning Foundry is an education and training provider specialising in training the health sector workforce - offering NVQ training and apprenticeships in health and social care, dental nursing, childcare and customer service, as well as literacy and numeracy qualifications.

Formed in 1993 as Alder Training, The Learning Foundry is one of the largest health and social care training providers in the North West, currently providing training to more than 900 people and 350 employers across the region.

The Learning Foundry operates out of a bespoke, modern campus in Liverpool city centre and joined The Regenda Group in July 2017.

[www.thelearningfoundry.co.uk](http://www.thelearningfoundry.co.uk)

## **Centre 56**

Centre 56 provide care and support so that families can rebuild their lives and achieve their aspirations. They also provide support and training for women, as well as domestic abuse training for a variety of different agencies.

Centre 56 joined The Regenda Group in February 2018.

[www.centre56.org.uk](http://www.centre56.org.uk)

## **Positive Footprints**

Positive Footprints, based in Burnley, is an innovative company which develops career-based learning programmes, delivered by the education sector, often in partnership with local businesses.

Delivered across the whole educational journey (from primary school right through to Further Education), the programme aims to inspire, prepare and support young people as they explore the world of business, their future careers and raise the aspirations of young people.

Positive Footprints joined The Regenda Group in January 2018.

[www.positivefootprints.co.uk](http://www.positivefootprints.co.uk)

### **National Communities Resources Centre**

The National Communities and Resource Centre (NCRC) is based at Trafford Hall in Cheshire. The NCRC work to support individuals, families, communities, and anchor organisations like the housing sector, to tackle issues at a local level.

The mission of the NCRC is to close the inequality gap by providing the skills and resources for people to make changes at a local level and influence national policy.

<https://www.traffordhall.com/>

# Our Mission and Values

Our core purpose is to regenerate places to create opportunities for people.

Our **mission** is to:

- Provide a comprehensive range of multi-tenure housing products and services that reflect the dynamic nature of the housing market, the diversity of our customers and a rapidly changing world.
- Offer products and services tailored to specific markets – each with the Regenda hallmarks of product excellence, cost competitiveness and an unremitting focus on first class customer service.
- Strengthen our financial position and provide additional services such as employment training, support and care that meet the individual requirements of our customers, helping to enhance their quality of life.

Our **values** are:

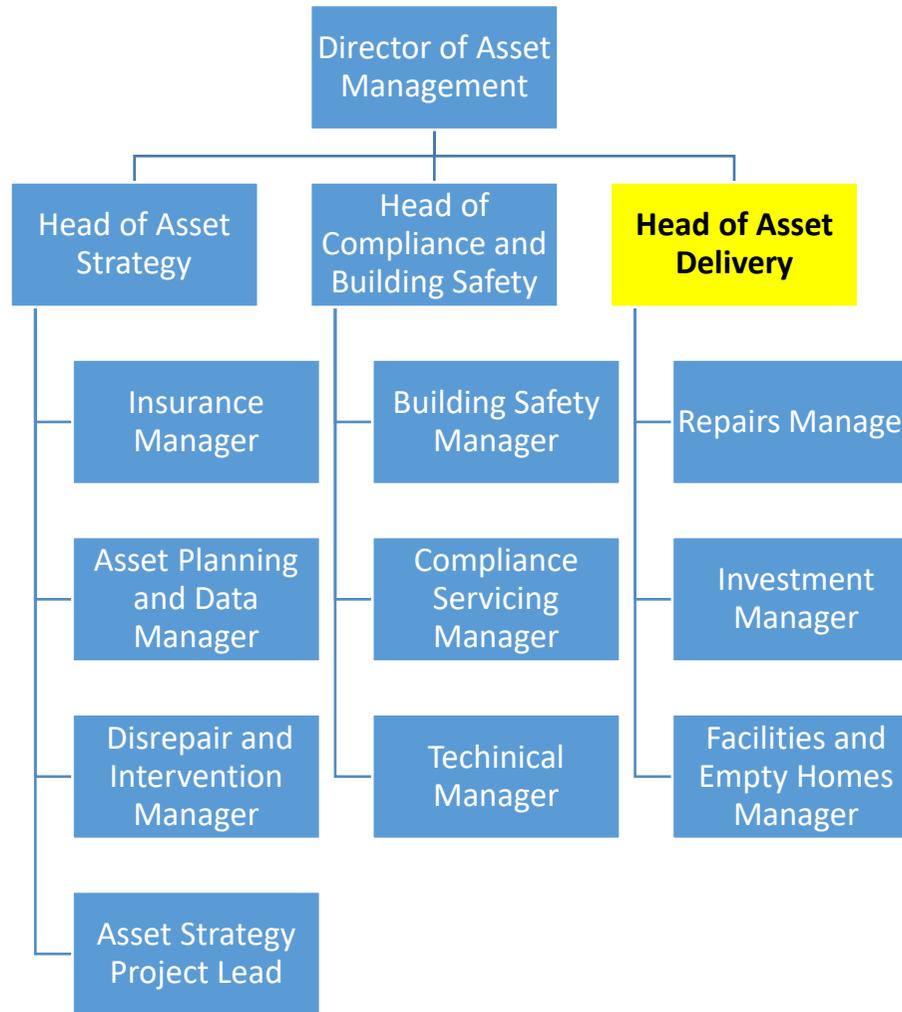
Our values are the operating principles and philosophies that guide our internal conduct as well as our relationships with customers, partners and stakeholders. They have been developed in conjunction with our staff and reflect the focus of this Corporate Plan in how they frame our aspirations. They are:

- Customer centric;
- High performance;
- Efficiency and Value for Money;
- One team;
- Ambition and dynamism; and
- Openness and honesty.

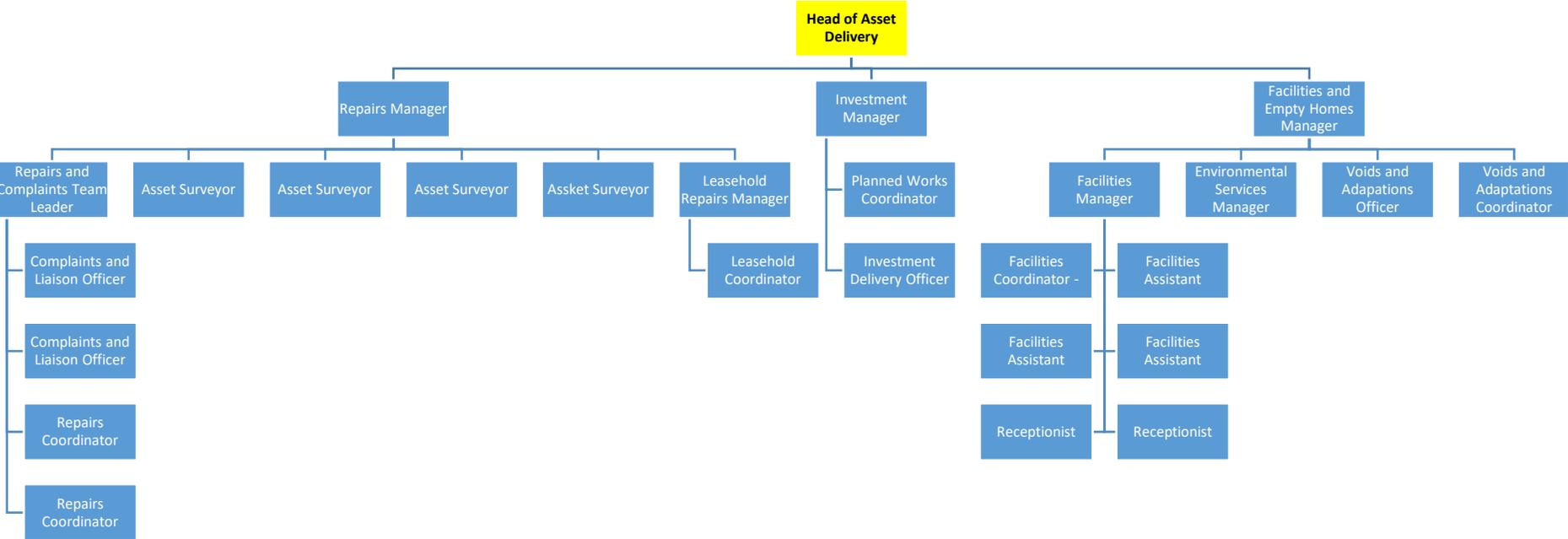
Set out below are these values, together with a series of descriptors that embody the philosophy that will be prevalent across the organisation. These values will be apparent in how we make everyday decisions and their central importance in shaping our culture (how we do things) will be reflected in how we appraise our staff.

Value	Descriptors
Customer Centric	<ul style="list-style-type: none"> <li>• Without our customers, we have nothing.</li> <li>• We must treat our customers how we would like to be treated.</li> <li>• We will do a better job for our customers by seeing things from their perspective.</li> </ul>
High Performance	<ul style="list-style-type: none"> <li>• We will be relentlessly focussed upon meeting our targets and continuously improving.</li> <li>• We will outperform our competitors.</li> <li>• We will be accountable as individuals for how we perform.</li> </ul>
Efficiency and Value for Money	<ul style="list-style-type: none"> <li>• Our customers must always feel that they receive great value in return for what we charge them.</li> <li>• We must focus on costs, as well as income, and look for savings and efficiency at every opportunity.</li> <li>• The profits we make are for a social purpose; every penny counts in achieving our mission.</li> <li>• We must spend less on running our business, so that we can provide more and better quality services to our customers.</li> </ul>
One team	<ul style="list-style-type: none"> <li>• Providing services to people, property and places are often complex; sharing our knowledge and supporting each other will help us to provide better services.</li> <li>• We are a Group of companies, with each dependent upon each other for its success.</li> <li>• We must understand and take into account the needs and priorities of our colleagues in other teams and companies.</li> </ul>
Ambition and Dynamism	<ul style="list-style-type: none"> <li>• Our ambition has no bounds and is reflected in our determination to succeed.</li> <li>• We must not be afraid to fail; accepting challenges and managing risks - nothing is too difficult.</li> <li>• A growing company is a dynamic and fast paced one where change is welcomed and opportunities are abundant.</li> </ul>
Openness and Honesty	<ul style="list-style-type: none"> <li>• We share information freely and keep customers and colleagues well informed.</li> <li>• If we get it wrong, we say so immediately and put it right.</li> <li>• We are receptive to feedback and new ideas and seek out innovative ways to improve how we do things.</li> </ul>

# Asset Management leadership team



# Asset Management leadership team



# Role profile

<b>Job title</b>	Head of Asset Delivery
<b>Department</b>	Asset Management Department
<b>Department</b>	Director of Asset Management
<b>Job level</b>	2
<b>Review date</b>	January 2023

## 1 Role purpose

**A summary of the core purpose and overarching responsibility of the role.**

<b>1.1</b>	To provide effective leadership and management of the Group's repairs, investment, and communal services team, ensuring an appropriate balance of emphasis is achieved across the Group's geographical regions and surveying functions so that the highest standard of delivery and customer satisfaction are met.
<b>1.2</b>	To provide a focused, cost effective service in line with customers' expectations and requirements
<b>1.3</b>	To ensure effective contract management of all responsive repairs, void, and planned works contracts, including the out of hour's service.
<b>1.4</b>	To lead in managing complex, large scale works ensuring the effective contract management and cost-effective delivery of projects while maintaining compliance with all internal and external requirements
<b>1.5</b>	To assume day to day budgetary control of the routine repairs, void and investment works budget.
<b>1.6</b>	To work with the Director of Asset Management and the other Heads of Service to provide an effective and efficient Asset Management function to the Group

## 2 Key responsibilities of the role

**A non-exhaustive list of the key role responsibilities and duties to be carried out by the post holder.**

<b>2.1</b>	To manage the technical, contractual and delivery aspects of the Routine Repairs, Void and Planned service, ensuring that the delivery of this service is achieved to a high standard, cost effectively and in line with customer requirements.
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<b>2.2</b>	To ensure the Group's financial regulations are adhered to in the procurement and instruction of all works within all areas and maintain budgetary control of relevant cost centres.
<b>2.3</b>	To manage and respond to complaints in accordance with the Group's policy and procedures, analyse trends and provide innovative solutions to improve delivery in line with customer feedback
<b>2.4</b>	To develop and implement consistent procedures in line with internal and external requirements, incorporating good practice and innovation
<b>2.5</b>	To ensure any investment decisions are based around group financial regulations and support the aims of the Group Corporate Plan
<b>2.6</b>	To ensure the Groups financial regulations are adhered to in the procurement and instruction of all works within the repairs and investment service area and maintain budgetary control of relevant cost centres.
<b>2.7</b>	To have overall responsibility of all communal service delivery including cyclical painting, environmental works and cleaning.
<b>2.8</b>	To liaise and work with external and internal partners to ensure the delivery of projects and implement improvement plans for the whole Asset Management Directorate including assuming the role as project lead for the implementation of any improvements works identified.
<b>2.9</b>	Collaboratively manage and constructively challenge the relationship with M&Y to ensure best value for the Group and maintain the highest standards in relation to works and customer service.
<b>2.10</b>	To ensure appropriate customer liaison is provided as part of the delivery of all large-scale projects to ensure works are completed to customers' requirements and specification
<b>2.11</b>	To manage and liaise with external consultants and other parties to ensure that the most appropriate solution is found to complex repair works and highlight any long term issues for inclusion in the divestment programme.
<b>2.12</b>	To work collaboratively with colleagues and stakeholders across the Group to ensure that investment requirements across the stock portfolio are captured and delivered
<b>2.13</b>	To support the wider Asset Management Team to deliver the Asset Management Strategy.
<b>2.14</b>	To assist in the identification of unsustainable properties as part of the void process for inclusion in the Group's divestment programme.
<b>2.15</b>	To be the main point of contact for complaint resolution arising from the delivery of the Group's Asset Management services.
<b>2.16</b>	To establish and monitor budgets, ensuring that tight financial control is always maintained.
<b>2.17</b>	To analyse performance data and identify areas for performance improvement and regularly submit performance reports to the Director of Asset Management.
<b>2.18</b>	To contribute to internal and external audit inspections and action recommendations
<b>2.19</b>	To ensure delivery of major and minor adaptations via local authority and ensure joint working agreements are adhered to.
<b>2.20</b>	To effectively manage the out of hours contract to ensure that an appropriate emergency service is always provided to customers.

## 3 General responsibilities

A summary of universal responsibilities and requirements of all roles across The Regenda Group.

3.1	To understand and support The Regenda Group's commitment to regenerating places and creating opportunities for people and to actively contribute to achieving this vision within the job role.
3.2	To ensure compliance with the Group's Health and Safety policies.
3.3	To support and uphold the Group's internal customer service standards.
3.4	To undertake relevant Continuing Professional Development applicable to professional bodies relevant to the role and be prepared to undertake training as directed by the Group.
3.5	To attend meetings and events as may be required from time to time at other Group offices and external locations which may not be easily accessible by public transport.
3.6	The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his / her post, grade, skills, knowledge and experience.

## 4 The Right Fit

A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role.

4.1	A track record of building, leading, motivating and teams committed to the vision and values of the organisation.
4.2	An excellent, customer focused approach, Good interpersonal skills with an ability to develop excellent working relationships.
4.3	A track record of effective contract management, experience of delivering complex asset repairs services.
4.4	Good communication skills both verbal and in written report format.
4.5	Experience of planning and organising teamwork or coordinating complex activities to meet fluctuations in demand and ensuring adherence to established systems and procedures
4.6	Senior level experience which demonstrates the ability to analyse, interpret and report on complex information to a standard appropriate to the role.
4.7	Successful track record of delivering services with a commercial focus and outlook
4.8	Experience of managing budgets.

## 5 Our values

The post holder must be able to demonstrate our values in the workplace.

5.1	Customer centric
5.2	High performance
5.3	Efficiency and value for money
5.4	One team

<b>5.5</b>	Ambition and dynamism
<b>5.6</b>	Openness and honesty

# Application process

Please complete our online application process by uploading your CV and telling us why you are 'the right fit' for our organisation and this role.

## Interview and assessment

Should you be successful in being shortlisted for the role, you will be invited to a **first stage interview** on **21 February 2023**. This part of the process will involve a structured interview and assessment exercise.

If you are invited to a **second stage interview**, this will be conducted on **24 February 2023**. This stage of the process will largely be informal in nature and will include an opportunity to meet with the Asset Delivery team and other members of the wider Asset Management team.

