

## **About Us**

Viewpoint Housing Association (VHA) is a registered non-profit organisation providing a range of general needs housing, supported housing, and care services for older people in Edinburgh, the Lothians, and Fife.

Established in 1947, we currently own 1,340 properties, including two care homes in Edinburgh, and have an annual turnover exceeding £18 million. Our mission is to enhance the quality of life and wellbeing of our tenants and residents by promoting independence, enabling choice, and providing peace of mind in safe, secure, and supportive environments.

Our strong financial position allows us to invest in modern, fuel-efficient, affordable homes while maintaining the highest achievable standards. With our customers at the heart of what we do, we are building a culture of continuous improvement and aim to be the preferred landlord and care home provider in our communities.

## **Overview**

We have recently restructured our Asset Management Department to reduce line management layers and giving greater levels of responsibility, autonomy and accountability to our front-line officers for budget management, contract management, service delivery and performance management.

As one of a team of Assets Officers you will share responsibility for ensuring that our properties are maintained to agreed standards, regulatory compliance, and safety requirements and for the delivery of value for money and positive service outcomes for customers.

<b>Job Title</b>	<b>Assets Officer</b>
Reports To	Head of Assets
Department/Section	Assets Team
Location	Head Office, 4 South Oswald Road, Edinburgh
Date	October 2025

### **Job Purpose**

Your specific remit will encompass a selection of responsibilities from the full range of asset management activities comprising:

- Reactive repairs
- Void management
- Estates management
- Planned, and cyclical maintenance
- Capital projects
- Major and specialist works
- Building safety and services
- Stock condition surveys
- Energy efficiency and carbon reduction

While you will be allocated a specific remit to include a particular set of duties, we expect our Assets Officers to be able and prepared to work across any combination of those activities as required.

Our structure currently includes four Assets Officers. Currently two officers are assigned to response repairs and maintenance, one to cover building safety compliance and services in our communal development and the remaining officer is responsible for void management, stock condition surveys and component replacement contracts.

To provide further development in the role, you will be expected to shadow colleagues undertaking a different remit with a view to rotating duties, furthermore, in the future we may consider moving to a patched base system where the Assets Officer will be responsible for all asset functions within the patch, depending on future direction and business needs.

You will be the primary budget holder in excess of £1m for your allocated responsibilities and you will assist the Head of Assets to set annual budgets which you will be responsible for managing, monitoring and re-forecasting throughout the course of the financial year.

You will have a high degree of autonomy and accountability for the management of your allocated budgets, management of contracts and the delivery of satisfactory service outcomes.

You will be the first line decision maker within your remit and be accountable for those decisions. You will be expected to own your own performance.

You will act as the nominated Client Representative/Contract Manager for works and support services contracts allocated to you by the Head of Assets.

You will be expected to build and maintain positive working relations with Viewpoint colleagues across the business.

You will be accountable for raising levels of customer satisfaction within your remit and for engaging directly and positively with tenants and other customers.

You will provide or contribute to performance management reports to the Head of Assets and Performance/Health and Safety Group meetings and committees as required.

### **Key Responsibilities**

- Deliver effective and efficient asset management and compliance services in collaboration with the Assets Team.
- Carry out pre-inspections, identify required works, and allocate them to the appropriate contractors (including void properties).
- Liaise with colleagues across Housing, Care and Finance to ensure works are completed on time, within budget, and to high standards.
- Conduct post-inspections, ensuring snagging issues are resolved and compliance requirements are met.
- Contribute to the development and delivery of the Asset Management Strategy.
- Stock condition surveys and ensure SHQS compliance.
- Compliance with landlord Health and Safety requirements, including gas servicing, electrical testing, asbestos management, fire risk assessments, lift maintenance, legionella, and radon checks.
- Procurement and contractor management, ensuring adherence to legal, regulatory and contractual obligations in your area of responsibility.
- Contributing to project management for cross-functional initiatives, ensuring delivery within agreed budgets and timescales.
- Budget planning, forecasting, and expenditure monitoring within your area of responsibility.
- Emergency response and business continuity planning, including on-call duties for major incidents.

## **Additional Responsibilities**

- Effective use of team systems, data, and processes.
- Complete mandatory training (Health and Safety, GDPR, safeguarding, etc.).
- Monitor and review contractor performance against agreed service levels.
- Produce accurate, timely reports on team performance and contribution to organisational objectives.
- Provide flexible support to the wider Assets Team as required.
- Comply with VHA's financial regulations, people management protocols, and governance policies.
- Support the development and implementation of Health and Safety policies, ensuring the safety of tenants, staff, partners, and contractors.

## **Governance & Compliance**

- Comply with all policy directions and regulations of VHA in regard to financial regulations and standing orders relating to people management and governance activity.
- Contribute to the development of and implementation of VHA's Health and Safety Policies and Procedures in relation to the safety of all tenants, staff, partners, contractors, and members of the public as specified by the Health and Safety at Work Act 1974, and other related Acts.

## **General**

- Promote and represent the Association as and when required.
- Model and promote VHA's Values and Behaviours and observe and continually promote equal opportunities and diversity in compliance with Association policy.
- Commit to continuous personal and professional development and keep abreast of emerging or new legislation, standards, and best practice.
- Be aware of and comply with personal responsibility for Health and Safety in the workplace and lone-working, and the Association's general responsibility for the Health and Safety of its customers and tenants.
- Carry out any other reasonable duties appropriate to this post, as requested.

## **Our Behaviours**

At VHA, you are expected to:

- Lead by example, showing determination, flexibility, and a positive approach.
- Use a coaching style to develop others, offering constructive feedback.
- Uphold a culture of continuous learning and improvement.
- Provide impartial, authoritative advice in complex situations.

## **Viewpoint's Values – you are expected to live our workplace values:**

We live by eight key values:

- Inspire with positivity.
- Say 'yes I can and I will'.
- Celebrate age, experience, and wisdom.
- Deliver according to customers' wishes.
- Treat everyone as a VIP and as a 'loved one'.
- Work hard, have fun, and laugh.
- Stay courageous, creative, and ahead of the game.
- Work with those who share our values.

## **Candidate Profile**

We are looking for someone who:

- Is approachable, solutions-focused, and collaborative.
- Is diligent and self-motivated.
- Is comfortable and effective working alone or in a team setting.
- Has experience managing property maintenance and/or compliance.
- Can work effectively with colleagues from diverse backgrounds.
- Is committed to delivering high-quality services to our residents.

# PERSON SPECIFICATION

## Assets Officer

	Value of Criteria		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
<b>QUALIFICATIONS &amp; EXPERIENCE</b>						
Minimum of HND/SVQ Level 4 in a property maintenance related discipline	✓		✓	✓		
Evidence of Continuing Professional Development	✓		✓	✓		
Level 2 VRQ Award in Asset and Building Compliance Awareness, or be prepared to work towards achieving this qualification as a minimum	✓		✓	✓		
CORGI Level 2 VRQ Award in Gas Safety Awareness in Social Housing, or be prepared to work towards achieving this qualification as a minimum	✓		✓	✓		
CORGI Level 2 Electrical Safety Awareness in Social Housing, or be prepared to work towards achieving this qualification as a minimum	✓		✓	✓		
Health and Safety qualification	✓		✓	✓		
CIOB Associate Membership or equivalent		✓	✓	✓		
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>						
At least 5 years' experience in a property maintenance role in the social housing sector	✓		✓	✓		
Knowledge of SHQS and EESSH and other relevant standards	✓		✓	✓		
Ability to procure, control and deliver projects/works to cost, quality and time	✓		✓	✓		
Experience and understanding of SHQS	✓		✓	✓		
Experience of contract supervision, monitoring, and quality control	✓		✓	✓		
Experience of delivering housing capital programmes		✓	✓	✓		
Excellent verbal, written and presentation communication skills and the ability to work effectively with a range of stakeholders and convey complex financial information simply and clearly	✓		✓	✓		
Excellent office/ICT skills in relevant software	✓		✓	✓		
Excellent knowledge of GDPR and data protection legislation and guidelines	✓		✓	✓		
Strong organisational and administrative skills, ability to prioritise	✓		✓	✓		
Proven problem solving and strategic planning capability with creative skills and the ability to meet deadlines	✓		✓	✓		
Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail	✓		✓	✓		
Effective leadership skills, able to build confidence and motivate and improve performance and foster a supportive culture	✓		✓	✓		
Ability to network, build relationships and create successful partnership working opportunities	✓		✓	✓		
Ability to deliver excellent levels of customer service at all times	✓		✓	✓		
Ability to deliver change using range of influencing, negotiation, facilitation, procurement and process skills	✓		✓	✓		
Ability to manage and monitor budgets	✓		✓	✓		

Excellent working knowledge of policy issues relating to housing and asset management, including, e.g. gas safety, asbestos, fire risk assessments, stock condition database	✓		✓	✓		
Good working knowledge of and ability to seek out new and innovative ways of working which improve services to customers to achieve measurable results and continuous improvement	✓		✓	✓		
Detailed operational knowledge of systems/equipment relevant to role	✓		✓	✓		
A sound understanding of the legal and financial aspects of property projects and transactions	✓		✓	✓		
Knowledge of relevant Health and Safety applicable to residential dwellings in Scotland	✓		✓	✓		
<b>VALUES &amp; ATTITUDES</b>						
Ability to demonstrate a commitment to Viewpoint's values and behaviours	✓			✓		
Takes responsibility for professional development and training to support this	✓		✓	✓		
Team player with a positive 'yes I can and I will' attitude	✓			✓		
Proactive and flexible approach	✓			✓		
<b>OTHER CONSIDERATIONS</b>						
Awareness of regulatory frameworks and performance standards for Housing Sector		✓	✓	✓		
Valid driving licence and access to own transport	✓		✓			