



ASSET MANAGER

Recruitment Pack



www.clochhousing.org.uk

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Welcome

Dear Candidate,



Thank you for your interest in the role of Asset Manager. I appreciate your time and hope that the information within the pack provides you with an insight into this important role.

Taking on a new role is a life changing time, and I know how important it is to work for a great company – when you work alongside colleagues who feel passionate and care about what they do, it's inspirational.

When it comes to recruitment, we understand this is a two-way decision and I would encourage you to find out more about the role by speaking with Robert Pollock, Director of Assets.

In recent times, Cloch has implemented a structure refresh, designed to deliver the priorities within our Business Plan. We worked within the same staffing budget, with 16 members of our team now in promoted roles / enhanced career paths. Our existing Asset Manager is commencing Maternity Leave in December 2025 and so we are seeking a temporary replacement. The role will continue to oversee planned works, cyclical activities, and health & safety compliance, whilst working alongside our Property Manager in what is a high-performing team.

We are seeking someone who will bring commercial skills and technical knowledge. Cloch highly value our staff team and people skills are crucial to the role as well as energy, positivity, and a passion for getting the best from themselves and their colleagues.

You will have the opportunity to demonstrate your skills and abilities thanks to the inclusive design of our recruitment and interviewing process. If after reading the recruitment pack you are excited about the role and you feel you can make a positive impact on our organisation, we would love to hear from you.

Alana Durnin
Chief Executive Officer

About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2023, Cloch celebrated its 55th year in operation and today, we own over 1480 units across the local area. We provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

We are currently focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have also been able to invest in mental health and wellbeing support services for our customers across Inverclyde, following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation. Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce.



Our Vision and Values



Vision

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

Values

Be Positive in attitude.

Be Better and always look to improve everything you do.

Be Kind to yourself, to others and in your approach to our services.

Be Responsible for yourself, your customers, and your community.

People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- **Hybrid and Flexible Working Environment**
- **Learning and Development Culture**
- **Family Friendly Policies**
- **Teambuilding Sessions**
- **Health and Wellbeing Initiatives**
- **Health Cash Plan**
- **Counselling Service**
- **Professional Membership Fees**
- **Paws Policy (Bring Your Dog to Work)**
- **Volunteering Days**
- **Lunch and Learns**



Role Details

Asset Manager

Salary:	£48,597 - £52,578
Contract:	Temporary (12 Months) / Full-Time
Hours:	35 hours per week
Reporting To:	Director of Assets

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model, subject to the needs of the team.
- Our flexible working hours are 8.00am-6.00pm Monday to Wednesday. 8.00am-6.30pm Thursday and 8.00am-4.30pm on Friday. We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 29 annual leave days and 11 public holiday days (pro rata).
- All appointments are subject to a six-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) and life insurance providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.
- Salary sacrifice scheme.

Job Description

ROLE DETAILS			
Job Title	Asset Manager	Report to	Director of Assets
Department & Teams	Property Services	Date Created	February 2025
Grade	8	Last Review Date	October 2025
Points	PA28 – PA31	Salary	£48,597 - £52,578
Direct Reports	1 x Property Services Officer; 1 x Property Services Assistant	Hours	35 hours per week
ROLE SUMMARY			
The Property Services Section's main aim is to provide our customers with a high quality and customer focused service that maintains our homes to the standards our customers expect. This includes a range of functions such as reactive, void, planned, and cyclical maintenance work and a factoring service, in addition to providing technical knowledge and support to the Association and its customers. We are a highly motivated team committed to promoting the vision and values of the Association. The core skills of the department are administration, compliance, communication, problem solving, team working and project management. The primary focus of the Property Services department is to ensure our assets are maintained and improved, whilst ensuring that our customers are satisfied, and we work within our budgets. We are committed to ensuring that the legislative responsibilities and compliance requirements are adhered to, and we are responsible to our Board for ensuring we provide regular, accurate and specific reports on our activities. As well as this, we contribute to delivering Association-wide strategies and activities, including the delivery of our wider action programme within the Inverclyde Area. The Asset Manager is responsible for overseeing the management, maintenance, and compliance of the Housing Association's property portfolio. This includes ensuring that all properties meet the necessary safety, regulatory, and legislative requirements, developing and implementing asset management strategies, managing planned works, and leading a team. The role also involves contractor management, compliance monitoring, and ensuring the effective delivery of services, with a particular focus on achieving net-zero targets.			
ROLE RESPONSIBILITIES			
Asset Management and Strategy Development			
- Assist in the development and implementation of the Association's asset management strategy, ensuring alignment with organisational goals, regulatory requirements, and sustainability targets. - Assist in the development of long-term plans for the maintenance, refurbishment, and improvement of the housing stock, with a focus on enhancing energy efficiency and sustainability. - Take responsibility for integrating net-zero targets into the asset management			

strategy, ensuring that all assets contribute towards achieving carbon reduction goals. • Identify areas for investment and improvement, prioritising works based on asset condition, energy efficiency, and environmental impact. • Ensure that the Association's property portfolio meets all required standards for safety, sustainability, and tenant satisfaction.
Compliance Management
• Oversee and manage compliance with all relevant health and safety and regulatory requirements, including gas, electrical, fire safety, water hygiene, lift safety, mould and damp and asbestos management. • Manage and maintain compliance registers, ensuring that inspections, risk assessments, and remedial actions are carried out on time and in accordance with legislation. • Ensure all properties meet SHQS and energy efficiency standards and work to achieve sustainability targets, including Net Zero and the Scottish Housing Net Zero Standard (SHNZS)
Management of Planned Works & Capital Investment
• Manage the planned maintenance and capital investment programmes, ensuring that works are carried out to budget and schedule and contribute to net-zero and energy efficiency goals. • Deliver the agreed programmes for planned works, repairs, refurbishments, and improvements, ensuring regulatory and sustainability requirements are met. • Monitor and track the delivery of planned works, ensuring effective coordination with contractors and teams to minimise disruption to tenants and align with environmental targets. • Oversee the preparation, delivery, and implementation of major capital projects, ensuring they meet quality standards, sustainability objectives, and deliver value for money.
Contract and Contractor Management
• Manage contractor performance, ensuring that all contracts are delivered in line with safety, compliance, energy efficiency, and quality standards. • Manage quality assurance processes and ensure compliance with all statutory obligations, focusing on the integration of sustainability practices into service delivery. • Conduct regular reviews and meetings with contractors to ensure the effective delivery of services and compliance with contractual terms, particularly around net-zero and sustainability initiatives.
Health and Safety Oversight
• Ensure that all maintenance and compliance-related works are carried out in accordance with relevant health and safety regulations. • Address and resolve any health and safety concerns raised by tenants or stakeholders, ensuring all actions are documented and followed up appropriately.

Procurement & Budget Management
• Assist in preparing tender documents for compliance-related services and capital works, ensuring that sustainability and net-zero considerations are included. • Manage budgets related to asset management and compliance, ensuring cost-effective delivery of works and services that support long-term environmental goals. • Approve payments and monitor budget expenditures, ensuring all costs remain within agreed limits.
Reporting & Regulatory Compliance
• Provide regular reports as requested to senior management, the Board, and committees on asset management, compliance performance, progress of planned works, and net-zero targets. • Assist with the preparation of regulatory reports, including the Annual Return of the Charter to the Scottish Housing Regulator • Ensure all compliance documentation is up-to-date and accessible for audit purposes.
Systems & Data Management
• Ensure compliance data is accurately tracked and recorded in relevant IT systems to facilitate reporting and verification, with a focus on tracking sustainability and net-zero metrics. • Manage the implementation and ongoing management of asset management systems and ensure data integrity. • Participate in evaluating and implementing new software or technologies that improve asset management, compliance monitoring, and sustainability tracking.
Line Management & Leadership
• Lead, manage, and motivate the Property Services team, providing guidance, support, and training to ensure high performance. • Develop and implement team objectives aligned with the Association's strategic priorities, including sustainability and energy efficiency goals. • Conduct regular team meetings and one-to-one sessions to provide feedback, identify professional development opportunities, and address any performance or operational issues. • Support the recruitment, induction, and ongoing development of team members, fostering a culture of sustainability and continuous improvement. • Promote a culture of collaboration and innovation.
Other
• Act as the point of contact for all asset management and compliance-related queries. • Maintain awareness of industry best practices, legislative changes, and emerging trends, particularly around sustainability and net-zero, to ensure the Association remains compliant and efficient. • Contribute to the development of tenant communication materials, including newsletters and updates on compliance and asset management activities. • Attend team meetings, training, and development sessions to stay up to date with legislation and best practice.

- Cover for the Property Manager when on leave
- Conduct business in accordance with Cloch's Policies and Procedures and in line with legislation.
- Attend and take part in wider action projects which promote the works and aims of the Association.
- Assist with other duties as asked for by the Director of Assets or CEO in accordance with your Grade.

Person Specification

Qualifications / Professional Membership		
	Essential	Desirable
Qualified to HND level	✓	
A relevant degree or professional qualification in Property Management, Building Surveying, or a related field		✓
Health and safety qualification		✓
Membership (full or partial) of a relevant professional body or equivalent, and evidence of Continued Professional Development.		✓
Experience / Knowledge		
Proven experience in asset management and compliance, including managing planned works, capital projects, and sustainability initiatives.	✓	
Experience of working in the Housing Association sector in Scotland and up-to-date knowledge of housing association regulatory and legal requirements.		✓
In-depth knowledge of safety regulations and energy efficiency standards.	✓	
Proven track record of managing a team and motivating and developing colleagues to deliver results.		✓
Experience of developing operational plans and delivering positive results.	✓	
Experience of delivering good governance activities, including following regulatory guidance, report writing, presentations, training and preparations of agendas and writing clear and concise reports.	✓	
Skills / Abilities		
Ability to lead and work collaboratively.	✓	
Effective leadership and ability to coach, mentor and enthuse staff.	✓	
Strong organisational and project management skills, with the ability to manage multiple programmes simultaneously.	✓	
Proactive approach to identifying and addressing asset management and compliance issues, including sustainability and net-zero targets.	✓	

Excellent interpersonal and communication skills, including negotiating, influencing, and presenting skills.	✓	
A commitment to high standards of tenant safety, satisfaction, and service delivery.	✓	
Self-motivated, proactive, and adaptable to changing priorities.	✓	
Ability to build good relationships with both internal and external stakeholders.	✓	
Sound understanding of ICT systems and good IT and digital skills.	✓	
Good understanding of equalities and data protection legislation, policy, and procedures.		✓
Ability to demonstrate resilience.	✓	
Current and full driving licence and have access to a vehicle.	✓	

How to Apply

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to recruitment@clothhousing.org.uk.

The closing date for applications is **12pm on Monday 3rd November 2025**. Following this, shortlisted candidates will be contacted and invited to attend a face-to-face interview with the panel, including the Director of Assets.

Thank you and good luck with your application.

Cloch Housing Association

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