

## Role profile

<b>Job Title:</b>	Data & Programming Lead	<b>Grade:</b>	12
<b>Department:</b>	Housing Asset Management	<b>Post no.:</b>	TBC
<b>Directorate:</b>	Housing & Environment	<b>Location:</b>	Perceval House

<b>Role reports to:</b>	Capital Works Pre Construction and Investment Manager
<b>Direct reports:</b>	None
<b>Indirect reports:</b>	None

## Job description

### Purpose of role

- To support the development of asset data and systems strategy and policy.
- To maintain and manage databases relating to the condition of asset management of the stock in order to inform and draft programmes of work and produce reports on performance and asset management.
- To improve the quality of the stock condition data in the Capital investment team through the analyst function, scheduling surveys and assisting with the planning the preparation and review of housing work programmes.
- To help maintain the Authority's Strategic Asset Management model with the necessary quality assurance and analysis, ensuring that correct business decisions are derived from the model.
- Work with the Capital Works Pre-Construction and Asset Lead in creating stock condition survey schedules and long-term investment programmes.
- To implement processes, practices, tools and technologies that deliver and improve the quality of asset data.
- Co-ordinating the continuing collection, storage and analysis of stock condition data in order to deliver works and the development and implementation of our 5 and year capital programme and the Asset Management 30 year investment plan.
- Develop, implement and lead project team for the *Strategic Asset Management programme* for the authority including all Net Present Value scoring, evaluation against other factors, influencing stakeholders at director

level when informing complex business decisions, leading with feasibility assessments

- Support for maintenance of data with existing IT compliance systems and housing systems and data reconciliation between various systems
- Investigate and analyse customer requests to ensure the requirements are understood and captured correctly.
- Ensure programmes of work adhere to current and future Building safety Legislation guidance
- Work collaboratively with wider Asset Management teams and Regeneration teams to coordinate and manage expert input to the handover process and the Building Safety Act Golden thread of data at handover stage and beyond.
- Work collaboratively with wider Asset Management teams in terms of health and safety compliance data management for the Regulatory Consumer standards

### **Key accountabilities**

- To ensure effective management information systems are in place to identify and prioritise investment works, integrating all available records and data for estate-based planning.
- To contribute to the ongoing development of the housing investment strategy.
- To organise and arrange asset surveys for investment, scoping, specification, and stock condition purposes, engaging consultants for specialist advice as needed.
- To maintain and update council IT systems, implementing robust controls to ensure data quality.
- Ability to report complex information to key stakeholders
- To empower the team to innovate and adopt best practices in asset management.
- To manage the quality control function for the capital improvement programme, systematically monitoring customer satisfaction.
- To ensure all schemes have appropriate health and safety controls and comply with current legislation and Construction Design and Management (CDM) requirements.
- To ensure and manage key compliance data in terms of Regulatory Consumer standards and Tenant satisfaction measures
- To attend and facilitate/support service development groups, meetings, focus groups, and consultation events.
- To address complaints swiftly and effectively, using feedback as a tool for service development.

- To participate actively in personal development and contribute to the training and development of colleagues.
- To ensure customer service and satisfaction targets are met or exceeded.
- To successfully deliver the annual investment programme.
- To ensure work is delivered safely, in compliance with legislation, regulations, and LBE policies, and that contract conditions, value for money, and customer service are effectively managed.
- To help the team deliver on Decarbonisation of Housing assets.
- To support the successful transition of new and existing properties into management, including coordinating the experts in the team to check specifications, testing and build into planned maintenance schedules. Ensuring that experts sign off on the handover checklist.

### **Key performance indicators**

The key performance indicators for this role include delivery of statutory, local performance indicators and service level agreements such as:

- Delivery of statutory and local performance indicators set in the Housing Asset Management Strategy
- Tenant Satisfaction Measures and Consumer Standards
- Delivery of Rebuilding the Housing Service Programme improvement projects within agreed timeframes and budgets

### **Key relationships (internal and external)**

- Head of Assets & Capital Investment
- Capital Investment Delivery team
- Housing Assets and Investment team including Commercial Manager, Quantity Surveyor, Building Safety and Compliance, Performance & IT/Data teams
- Council approved consultants and contractors
- Residents
- Council wide colleagues e.g. Commercial hub, Legal, Corporate Health and Safety, Building Control, Planning, Finance, ICT, HR, Audit, Comms.
- External stakeholders e.g., London Councils, Greater London Authority, peers in other London Councils

### **Authority level**

- Adherence to health and safety policies and procedures

### **Additional Requirements**

- Any other duties appropriate to the post and grade

## Person specification

Community and partnership working are essential for all roles.

A commitment to Equality, Diversity and Inclusion (EDI) and ensuring Health and Safety at Work for everyone working at Ealing Council is essential for all roles.

### **Essential knowledge, skills and abilities**

1. Excellent data and analysis skills with great attention to detail.
2. Ability to interpret data to feed into thinking on strategy and policy.
3. Excellent project management skills, with experience managing multiple projects simultaneously
4. Knowledge and understanding of IT (word-processing, spreadsheets, databases, complex formulas) in the context of the role.
5. A strong commitment to high-quality customer service and excellent outcomes for residents.
6. Commercially aware with a focus on continuous improvement.
7. Awareness of Building Regulations, planning requirements (including the Building Safety Act 2022), property compliance, health & safety, and housing law (such as HHSRS, disrepair, etc.).
8. Experience in the development and planning of investment works.
9. Knowledge of regulatory and compliance requirements in social housing
10. Experience in using and developing asset management and stock condition systems, including proficiency with computerised tools for tracking and managing asset conditions.
11. A collaborative team member with a positive attitude who values and respects diverse perspectives and contributes effectively to team goals.
12. Strong written, verbal communication, and ICT skills.
13. Experience of working with utilities providers, understanding their drawings and service details.
14. Ability to work effectively under pressure and meet deadlines.
15. Evidence of accuracy and attention to detail.

### **Essential qualification(s) and experience**

1. Educated to degree level, A-level / NVQ Level 3 or equivalent qualification
2. Evidence of Continuous Professional Development, for example:
  - Project Management training such as Prince 2 or Project Management Professional Certification
  - Data management, programming machine learning and AI.

## Values and behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place.</li> <li>• Can see and appreciate things from a resident point of view.</li> <li>• Understands what people want and need.</li> <li>• Encourages change to tackle underlying causes or issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time.</li> <li>• Is open and honest.</li> <li>• Treats all people fairly.</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas.</li> <li>• Challenges constructively and respectfully listens to feedback.</li> <li>• Overcomes barriers to develop our outcomes for residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost.</li> <li>• Brings in ideas from outside to improve performance.</li> <li>• Takes calculated risks to improve outcomes.</li> <li>• Learns from mistakes and failures.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making.</li> <li>• Makes things happen.</li> <li>• Acts on feedback to improve performance .</li> <li>• Works to high standards</li> </ul>