

Role Profile

Job title: Asset & Compliance Manager	Grade/Salary: £45,000
Date Prepared: September 2026	Area: Assets, Repairs & Maintenance
Reporting to: Chief Executive Officer	Full time / Part time: Full time - 35 hours per week, over 5 working days (Monday to Friday)

Job Purpose

Forming a key part of WHA's leadership team, this role will lead WHA's Assets, Repairs and Maintenance team and has specific responsibility for providing high quality, good value, compliant and safe homes for residents.

This will involve line managing the Repairs and Maintenance Officer and overseeing the development and delivery of contracts that have responsibility for responsive repairs and maintenance, planned maintenance, health and safety compliance and asset strategy; including planning for investment and projects to improve WHA homes and neighbourhoods.

The role aims to deliver a resident focussed asset service with the resident voice at its heart. Delivering the right outcomes for resident, listening to feedback and acting on it are important parts of this role.

Key Accountabilities

- To provide leadership and manage the day-to-day operations of the repairs and maintenance team to create a strong performance culture and provide excellent service delivery, ensuring workloads and areas of focus align with service need and priorities.
- To develop skills and capabilities of staff to deliver high quality, resident focussed, services with a commitment, passion, care and attention to detail and to ensure that there are clear and deliverable plans in place to ensure the team are knowledgeable and have the necessary training and qualifications.
- Ensure that at all times, WHA 'knows its stock' – with an up to date and robust understanding of the condition of its housing stock and is able to use this effectively to ensure safe and effective service delivery, and to achieve the decent homes standard across all stock.
- Be accountable for the development, planning, delivery and reporting on the Housing Asset Management Plan, ensuring the effective and efficient use of finances, personnel and other resources in support of continuously improved service delivery and outcomes for residents.
- Ensure compliance with WHA's financial procedures including effective budget management and monitoring. Planning and managing budget requirements for all housing asset management functions with wider consideration of the impact on financial sustainability.
- To oversee delivery of projects and programmes for repairs, planned maintenance, refurbishment, construction and development of WHA owned land and buildings in compliance with procedure rules, utilising good project management skills/techniques.
- Ensure all social housing stock is maintained to a high standard and in accordance with statutory and regulatory requirements and good practice, including compliance with all aspects of Landlord Health & Safety, including (but not limited to) gas, fire, electric, water and asbestos management.
- Ensure the effective planning, management and delivery of all responsive repair, planned maintenance, cyclical, compliance and servicing contracts.

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- Responsibility for WHA's hazard response, ensuring compliance with legislation.
- Lead the development and implementation of relevant policies, procedures and service standards to ensure compliance and best practice.
- Lead and manage the procurement of contractors and put in place appropriate contract management and monitoring arrangements which guarantee effective delivery, customer service, resident involvement and value for money.
- Ensure resident-focused service delivery by collaborating and consulting with all relevant internal and external stakeholders.
- Prepare and oversee the production of performance measures and data to understand service quality and support the effective delivery and management of housing asset functions including repairs and maintenance.
- Support an accountable and learning culture across the service, including in responding to resident feedback and complaints. To investigate and respond to complaints relating to areas of responsibility, and ensure learning is embedded and leads to appropriate changes and improvements where appropriate.
- To report to board members where required on key programmes of work and performance.
- To promote and ensure our values are embedded in all aspects of service delivery and partnership working.
- To participate in WHA's out of hours emergency response.

Supplementary Accountabilities

- To make site visits throughout the stock area of WHA.
- Occasionally attend events outside of normal office hours.
- Attend quarterly board meetings.
- Provide cover for other roles within WHA in line with skill set, experience, and knowledge.
- To carry out any other requirements that is reasonably deemed relevant to the role.

- Adhere to WHA code of conduct.

Disclosure & Baring Service (DBS)

- Standard check required. Safeguarding children and adults is of utmost importance at WHA. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

Health and Safety

- To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

- WHA has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees

Person Specification

Criteria	Essential	Desirable
Skills & Abilities		
• Ability to effectively manage a considerable workload and to work to deadlines	√	
• Computer literate in various software packages such as Microsoft Office	√	
• Effective team player who can cope with changing circumstances and demands	√	

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• Excellent interpersonal and communication skills (written and verbal)	✓	
• Flexible, adaptable and able to work under pressure	✓	
• Good problem-solving skills and a desire to resolve issues	✓	
• Strong organisational and time management skills with the ability to manage day-to-day workload under minimal supervision	✓	
• Strong leadership, coaching and people management skills	✓	
• Ability to analyse data and use information to drive decision making	✓	
Experience		
• Relevant housing, construction, surveying, property or asset management qualification (Level 4 or above)	✓	
• Degree or postgraduate qualification relevant to the role		✓
• Significant experience in social housing asset management or property services	✓	
• Experience leading projects and planned investment programmes	✓	
• Experience of staff management		✓
• Experience leading organisational change and service transformation		✓
• Experience using HomeMaster or similar housing management systems		✓
• Experience managing budgets, contracts and procurement processes	✓	

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Knowledge		
• Strong understanding of building safety, compliance and regulatory requirements	✓	
• Knowledge and track record in the delivery of a housing or other customer focused service in a result orientated environment	✓	
• Sound knowledge of legislative, regulatory and best practice performance standards in Housing Associations		✓
• Professional membership (CIH, RICS, CIOB or equivalent)		✓
Personal Qualities		
• Committed to own personal development and the development of others	✓	
• Proactive and positive approach	✓	
• Strong resident focus and commitment to excellent service and delivering value for money	✓	
• Well organised and methodical	✓	
Other Requirements		
• Access to own vehicle to carry out visits in a geographical patch	✓	
• Driving licence	✓	

Other key features of the role

Occasionally may be required to work outside normal working hours. At times may have to deal with residents who are aggressive or verbally abusive

Employee Signature:	Print Name:
Date:	
Managers Signature:	Print Name:
Date:	