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| **Job title:** | **Asset Information Officer** |
| **Line manager:** | **Asset Information Manager** |
| **Grade *(if applicable):*** | **4** |
| **Direct reports:** | **none** |



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| **Role purpose:** |
| To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers’ needs are met and the departmental/team objectives are achieved and our data is in place to ensure we maintain compliance with the obligations post Hackitt.  |
| **Key results:*** To develop and maintain relationships with internal and external stakeholders in order to support our customers.
* To assess clients’ needs to ensure effective service delivery.
* To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
* To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that KPI’s are met.
* To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.
* To proactively manage stock data, in a systematic way to enable the data required from new developments and acquisitions is loaded into our systems in the correct format and make this available to the business (in particular to the Building Managers)
* To load and analyse data within Northgate Keystone & EDMS in particular to make sure that we have information required to manage our obligations particularly resulting in the requirements from the Hackitt Review and resulting legislative and best practise requirements
* To deliver clear and accurate data and reports with an audit trail recorded
* To work with the others to further develop the 30-year asset management strategy and works plan.
* To review data from Development (new business) handovers for all property information and make sure our management and finance systems are updated and ready as required
* To help develop Keystone and other key systems to such as Northgate, reporting systems to improve on the service we give to client departments and customers.
* To undertake stock data gap analysis and assist with populating accurately with data required and to keep systems synchronised and up to date
* To analyse and provide customer feedback reports including and post occupancy evaluations on completed schemes, from residents, staff and other sources
* To identify gaps in knowledge and potential sources for new information
* To classify and analyse existing information on all estates (new and existing) and buildings into consistent and usable formats
* To compare and interpret data gathered from varied feedback sources
* To collate information and prepare reports and presentations for and to a range of clients (internal and external)
* To maintaining & store information and data correctly
* Support the Stock Condition Coordinators and the Asset Information Team
* Liaise with your line manager to pick up extra tasks when needed
* When required lead on HHSRS failure properties and provide regular reports.

To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your dutiesFurther specific requirements will be added according to the needs of the business and the team and be manged through objectives set through the management process as required.To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties. |
| **Success metrics:**Peabody is a significantly larger, more diverse organisation, employing over 3,000 people. A challenging role, part of a growing business and adding significant value by providing excellent customer service across the new organisation. The role requires excellent communication skills, both written and verbal, with the natural ability to network and build effective relationships with key colleagues across the organisation. |
| **About you:****You will be:**Educated to Advanced level, or able to demonstrate suitable data skills through a standard test to a sufficient level. Preferable degree qualification required.**You will have:**• Ability to work independently, exercising good initiative and judgement • Excellent written and verbal communication skills.• Excellent data manipulation and reporting skills through the use of Excel and/or similar data management systems• Proven time management and prioritisation skills.• Proven experience and ability to deliver excellent customer care and valuing diversity.• Proven attention to detail and ability to work on a variety of tasks simultaneously.• Ability to work under pressure and meet deadlines and targets• To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organization• Strong report writing and written communication skills (technical and non-technical• A good basic knowledge of residential construction, both refurbishment and new build• IT literate with sufficient experience to manage the stock condition data base and provide reports. Keystone and housing management system experience desirable• Self-motivated but with the ability to work in a team• Basic technical knowledge sufficient to demonstrate common issues in construction, engineering and maintenance and the related data required• Ability to generate programme works from data |