

Job Title: Head of Asset Lifecycle Procedures

Role Purpose: Reporting to the Director Programme and Partnerships, this role leads the Asset Lifecycle Procedures team, ensuring Development and Property Services within Peabody achieves delivery against a clear, robust and compliant procedural framework.

Key Activity/Success Metrics:

The role will have responsibility for managing and leading a team including two direct reports and is a key interface between Operational and Policy teams. This includes managing all procedures related to the Investment Operating Framework (covering existing development and asset management procedures), the Development Management System and reviewing compliance against those procedures. Aligned to the operating framework, the post will be responsible for setting in place clear Golden Thread procedures through the asset lifecycle. Where individual teams produce and manage procedures, these should be sign posted within the Investment Operating Framework.

In partnerships with departments across the organisation but specifically in development, property services and IT design, the role will manage all system improvements related to procedural and document management. Annual budgeting for procedural updates and systems changes will be revenue and amount to c.£200,000 per annum.

You will play a pivotal role within Investment Directorate ensuring a highly performing Investment Procedures team continues to provide excellent results including:

- A single set of Investment Procedures covering the whole asset lifecycle from development through management to end of asset life.
- Mapping of development procedures against different development scheme types, mapping of procedures for asset management against block hierarchy.
- Working with Building Safety and Design Teams to clearly articulate Peabody's Golden Thread procedures for High Rise Buildings and the system for managing those procedures.
- Co-ordination of Internal and External Audits (excluding GLA/HE grant audits) as appropriate ensuring regulatory and operational compliance and also that required actions are followed through.
- Work with the Head of Programme to ensure robust risk management.
- Manage a cross-department Policy and Procedure Group to continually review and update procedures.
- Align individual team procedures to the overarching operating procedure framework, specifically Sales and Marketing, New Homes and Asset compliance teams.
- Become the custodian of a clear filing structure for all asset operations from development through to management including the use of external file management contractors where appropriate.
- Be a departmental data/information steward for documentation relating to asset investment lifecycle.
- Successfully manage a team including 2 direct line reports and matrix manage delivery of procedures within other teams.

About you:

- Experience of leading and managing teams.
- A mix of both operational and development skills for this unique role.
- Knowledge of policy and procedural writing and implementation related to development and/or asset management.
- Experience in design and implementation of new IT systems for improved project management.
- Experience of assessing complex risks, their impact and exercising sound judgment. This includes both operational and financial risks.
- Ability to digest, understand and present complex information to a variety of audiences.
- Ability to demonstrate a sound, commercial, business awareness in your advice and decision making.
- Experience of gathering and analysing multiple data sets to draw conclusions and make recommendations.
- Solid experience of Microsoft Office, particularly Excel. The ability to use Excel at an advanced level.
- Excellent understanding of housing, asset management and financial systems.
- An inspirational leader, leading a results driven team.

Leadership Responsibilities:

- As a member of the leadership team, support and enable delivery of the Group Strategy through strategic and operational contribution
- Demonstrate strong leadership skills to help build a diverse and inclusive organisations; ensuring that Equality, Diversity and Inclusion principles are fully embedded in the attraction, recruitment, development and retention of your teams and within the delivery of our services
- Be a confident role model and leader, ensuring you reflect the values of the organisation. Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Empower your teams to develop and grow, leading with trust and showing appreciation.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.