



Recruitment Pack

April 2024

▼ Welcome to Tuntum

Thank you for your interest in applying for the role of Head of Asset Management and Compliance at Tuntum Housing. We have put together some information below which we hope will help you understand the organisation and the role. For more information, please visit www.tuntum.co.uk.

▼ Intro from the CEO

I am delighted to be able to present this opportunity to join our team at Tuntum.

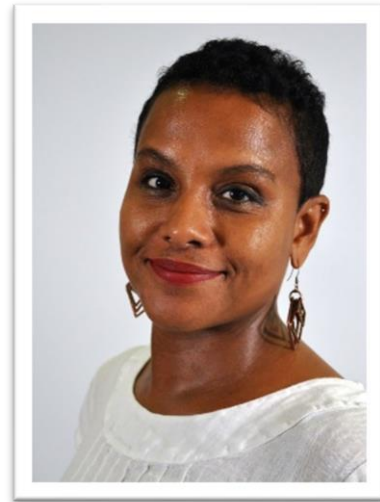
Tuntum is entering an exciting and transformational chapter, and we are looking for a Head of Asset Management and Compliance to help us deliver a first class service to our customers.

The successful applicant will be joining the Association as we set sail on our newly approved Corporate Strategy, and as such will be instrumental in driving forward a number of key improvements we wish to make in the years ahead, building on our proud history.

If you are passionate about delivering high quality, customer centric services, have significant experience in Asset management and compliance within a senior role in Social Housing , and want to join a community based organisation where you can really make a difference, we'd love to hear from you.

Charmaine Simei CIHCM

Chief Executive Officer



▼ **About Tuntum**

Tuntum was set-up over 35 years ago by community activists from the Windrush generation to provide quality housing and jobs for people primarily from the black Caribbean community. From those humble beginnings, the Association has significantly grown and diversified its operations whilst still maintaining its identity as a BME-led housing association.

You can read our [35th anniversary brochure](#) on our website.

▼ **We provide homes**

We manage over 1600 properties and provide homes for over 3000 people in 12 local authority areas.

We provide accommodation and specialist housing services for older people, refugees, young mothers, people suffering with mental health difficulties and homeless young people.

▼ **We are BME-led**

We are the only independent BME-led housing association in the East Midlands. The majority of our staff and Board are reflective of Nottingham's black and minority ethnic communities.

▼ **We support communities**

We also deliver a number of non-housing initiatives which add value to the lives of our tenants and the communities in which we operate. These include the Nottingham Carnival, Refugee Futures, and our staff-delivered 'Social Value' days.

▼ **We are well-governed**

We are governed by a Board of up to 12 individuals, who have a wide range of skills and experience.

We are regulated by the Regulator for Social Housing and the most recent judgement for Tuntum Housing Association is G2, V2.

We are a member of the National Housing Federation and BME National, a collection of over 60 BME-led housing associations.

Our latest [Financial Statement](#), [Annual Report](#) and [Value-for-Money Strategy](#) are all available on our website.

▼ Our Vision, Mission and Values

Our **Vision** is:

Good quality homes and excellent services for diverse communities.

Our **Mission Statement** is:

To be a dynamic social business, passionate about improving lives and empowering people in sustainable multi-cultural communities.

Our **Values** are:

Trustworthiness and integrity

Uniting diverse people and making a difference

New ideas and approaches as an independent organisation

Tenant and customer driven

Using surpluses to improve lives and communities

Motivated, positive and diligent board and staff



Job Description

Job title	Head of Asset Management and Compliance
Reports to	Director of Operations
Responsible for	Asset Management Team, Direct Trades Operatives (DTOs) and Compliance Team.
Location	90 Beech Avenue, New Basford, Nottingham, NG7 7LW
Hours	37 per week
Salary	£62,000 per annum (circa)

Purpose

To provide strategic leadership and day-to-day management of the Association's Asset Management and Compliance functions; comprising of the Repairs and Maintenance Team, our small team of Direct Trades Operatives (DTOs) and our Compliance Team. Tuntum has a small development programme delivered through our development partners. The postholder will support the Executive Team with investment appraisals on new development opportunities. The postholder will ensure that the Association delivers high quality, safe warm and secure homes that represent value for money, based on a sound understanding of the needs and preferences of Tuntum's various customers.

Key Responsibilities

1. Asset Management, Health and Safety and Compliance:

- To oversee the effective management and maintenance of the housing association's assets.
- To oversee the implementation of the cyclical, planned and major repair programmes.
- To set stretching annual KPIs which demonstrate great customer satisfaction, good value for money and continuous improvement.
- To demonstrate data-led decision making.
- Ensure stock condition information is maintained and updated with a programme of HHSRS complaint stock condition inspections and Decent Homes surveys.
- Ensure Tuntum meets all of its legal and regulatory obligations on building safety. With effective delivery of compliance policies for: gas, electric, fire asbestos, water and lift safety, you will provide assurance to the Executive Team and the Board.
- Ensure compliance with the government's decency and energy performance, Net Zero and sustainability standards.
- Ensure the effective procurement of maintenance services and planned improvement programmes.
- To ensure that contracts are maintained and appropriately managed for all areas including: planned maintenance, service agreements, gas maintenance, grounds maintenance etc.
- Demonstrate effective performance management of contractors, providing value for money and good customer satisfaction levels.
- Assist the Director of Operations in fulfilling corporate responsibility for health and safety initiatives throughout the Association, collaborating with the Compliance & Safety Lead and our retained consultants specialising in Health and Safety at Work.

2. Leadership

- Provide inspirational and engaging leadership to the Asset Management Division
- To develop robust performance management and assurance systems.
- Develop a culture of continuous improvement by inspiring and motivating team members to achieve and exceed performance goals and objectives.
- Develop and maintain excellent professional relationships with all key stakeholders including our Customers, the Board and the Executive team.

3. Strategy and Policy Development:

- Ensure the Executive Team and the Board are kept up to date through the regular review and update of strategies to align with best practice, regulatory compliance and in line with the Association's strategic objectives.
- To ensure that the Association has up to date and effective responsive repairs, major repairs policies and procedures and that compliance is adhered to in all areas of business activity.
- Develop and implement asset management strategies to ensure optimal utilisation and longevity of assets.
- Develop and maintain a comprehensive set of service standards, technical and design standards, policies, operating procedures, etc.
- Ensure that customers are effectively consulted on all customer facing strategies, policies and service standards.

4. Financial Management:

- Prepare all annual asset management budgets and cash flow projections.
- Monitor asset management and compliance expenditure against budget and take effective management action to ensure expenditure remains within budget.
- To contribute to the Association's drive for efficiency and in particular to assist as necessary in preparing the Annual Value for Money Statement.
- To manage and develop the Direct Trade Operative (DTO) function to ensure the Association are achieving Value for Money whilst identifying potential opportunities for further expansion.
- Ensure that procurement processes are compliant with regulations and that specifications meet the Associations requirements to deliver value for money.
- Ensure that the approved list of contractors is maintained and reviewed annually, and that the selection of contractors is carried out in accordance with any standing orders and financial regulations.

5. Regulatory Compliance:

- To work towards developing a service offer that looks to meet and exceed the requirements of the Safety and Quality standard
- Develop and implement policies and procedures to maintain a strong compliance culture.
- Ensure the Executive Team and the Board are kept up to date with relevant housing regulations, legislative changes, and statutory requirements.
- Ensure all regulatory returns are completed in a timely manner and in line with requirements

6. General

- Prepare and send regular reports to the Board of Management and its Committees.
- Support the Executive Team with investment appraisals on new development opportunities.
- To undertake consultation with involved customer group.
- To ensure that lessons are learnt from points of dissatisfaction and complaints.

Person Specification	
Requirements	Essential
Education	<p>A degree in a relevant field (e.g. Housing, Buildings Studies) or equivalent professional qualifications.</p> <p>A CIOB, CIH or RICS would be an advantage.</p>
Experience required	<p>At least 5 years' experience of providing a range of maintenance services at a managerial level.</p> <p>Experience in financial management, including budgeting and financial analysis.</p> <p>Knowledge of asset management regulations and compliance requirements.</p> <p>Working knowledge of Enterprise Resource Planning (ERP) systems tailored for housing management.</p>
Skills and abilities	<p>Strong leadership skills, with the ability to inspire and motivate a diverse team.</p> <p>Strategic mindset, capable of developing and implementing effective plans and strategies to drive organisational growth and success.</p> <p>Financial acumen, with the ability to analyse financial data, manage budgets, and identify revenue opportunities.</p> <p>In-depth knowledge of asset management principles and best practices.</p> <p>In-depth understanding of compliance and regulatory requirements in the housing sector.</p> <p>Effective communication skills, both written and verbal, with the ability to engage and influence a wide range of stakeholders.</p> <p>Strong negotiation, problem-solving, and decision-making abilities.</p> <p>Proven ability to build and maintain relationships with residents, stakeholders, and external partners.</p> <p>Effective organisational and time management skills to effectively prioritise tasks and meet deadlines.</p> <p>Adaptability to thrive in a fast-paced and changing environment.</p> <p>Proficiency in Microsoft Office Suite and database management.</p>
Personal qualities required	<p>Commitment to providing high-quality technical services and improving the lives of residents.</p> <p>Demonstrated passion for ensuring compliance and delivering excellent customer experiences.</p> <p>Ethical and transparent approach, with a strong sense of integrity.</p> <p>Resilient and self-motivated, with the ability to handle pressure and manage multiple priorities effectively.</p> <p>Collaborative and teamwork-oriented mindset, with the ability to foster a positive and inclusive work culture.</p> <p>Strong interpersonal skills, with an ability to build rapport and establish positive relationships with individuals from diverse backgrounds.</p>
Circumstances	Valid driver's license with access to vehicle for business use

Benefits of working at Tuntum Housing

What We Offer:

As well as a competitive starting salary of circa £62,000 per year, you will also receive an excellent benefits package of:

- Hybrid working
- 25 days holiday rising by 1 day per year up to 30 days + public holidays
- Westfield Health level 1 cover
- £15 per month towards gym membership
- 3.6% employer contribution pension scheme
- 3x life cover (as part of pension scheme)
- Free parking

How to Apply:

If you are ready to take on a challenging and rewarding role as the Head of Asset Management and Compliance at Tuntum Housing Association, please submit your CV, a covering letter and personal statement stating how you meet the person specification to natashalittlechild@tuntum.co.uk by Friday 26th April.