

# Head of Asset Performance & Data

## - Job Description

Our  
Vision

We provide  
excellent  
services to  
customers

and build  
new homes  
to help more  
people.

We make  
sure our homes  
are safe and  
sustainable

and strive to do  
more by making  
the most of our  
resources.

## About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 16,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

### Our values

#### Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

#### Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

#### Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

#### Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

#### Working As One

We work collaboratively with others and also take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

## **PARADIGM HOUSING GROUP LIMITED**

### **JOB DESCRIPTION**

**Post:** Head of Asset Data and Performance

**Direct Reports:** Senior Data and Performance Analyst  
Senior Asset Analyst  
Property Services SME  
Investment Manager

**Regular Contacts:** Property Delivery, Finance, Asset Appraisal and investment, Strategy and business Services, Assistant Directors, Heads of Service, External/Internal Auditors, Finance Team, IT Department, Customer Services, Housing Services & Property Services

**Responsible to:** Assistant Director of Asset Performance

**Job purpose:**

Head of Asset Data and performance is a strategic leader responsible for maintaining the integrity of asset data and implementing systemised data cycles within Property Services. This role oversees all property service reporting and manages the effective data handover process for new build properties, development of planned investment programmes as well as acquisitions and disposals.

**Key Accountabilities:**

- Data Steward for Property Services responsible for Asset data integrity as well as implementing and maintaining systemised data cycles.
- Responsible for Property Service reporting including all statutory, internal and ADHOC performance reports.
- Manage effective handover process of all new build properties and acquisitions to ensure that the asset data is captured as required to efficiently let and provide services as per PHG service standards.
- Manage the stock condition survey data capture process to ensure all property related data is correctly captured, validated and stored correctly.
- Responsible for producing annual planned investment programmes of work.
- Support with the development of Board papers and Audits as required
- Ensure the ongoing development of the PHG Geographical Information System (GIS) through effective Management of the Asset Data Analyst (GIS) and associated processes
- Development and maintenance of Asset and operational assessment algorithms
- Use scenario-planning techniques with collected stock data to identify value for money options for future stock investment.

- Reconcile and validate data collected and maintained in support of property compliance schedules to ensure they are accurate and up to date and in line with organisational policy.

#### **Level of authority:**

- Full line management responsibility for the Data and Performance team.
- Data Stewardship for Property Services responsible for managing the asset data lifecycles.
- Functional ownership of asset management systems and processes Responsible for managing and ensuring the quality of all relevant data within CX.
- Key driver of the asset strategy through the production of divestment intelligence reports.
- Organise personal workload to maximise effectiveness in this post
- Develop and maintain effective working relationships with managers and staff at all levels and with external stakeholders as required, engendering a team approach to asset management planning and activity
- Ensure the effective management of risk within designated areas of responsibility, including identification and notification of risks as they may affect the business or its customers.
- Identify and make use of opportunities for personal and team development as is appropriate.
- Responsible for ensuring asset management data processes remain relevant and up to date.
- Review and make recommendations to the Assistant Director of Asset Performance regarding system and process improvements and manage the delivery of these improvements.

#### **Required outcomes of the post:**

Success in this post will be measured by:-

- Delivery of timely and accurate performance reports to stakeholders and support strategic decision-making.
- Clearly defined planned programmes of investment for properties spanning 30 years.
- Documented and functional data update rules for component replacements.
- Managed flow of data from Stock condition surveys into CX.
- Managed data flow via APIs with 3<sup>rd</sup> party data providers *e.g Parity, Localz*
- Development and ongoing delivery of a data quality roadmap.
- Successful data handover process for new build properties and stock transfers.
- Growth of stock condition data held and ease of access to that data for colleagues and customers.
- Accuracy and completeness of compliance data and operational schedules
- Effective working relationships with internal and external contacts
- Effective and efficient systems and processes

- No significant issues being identified by external auditors
- Internal audits result in 'substantial assurance'.

### **Person specification:**

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Experience of line managing a team to achieve organisational goals (E)
- Working knowledge of database structures and SQL (E)
- Experience developing and managing a report library (E)
- Experience developing in Power Bi and Power Query (E)
- Experience in analysis of stock data, scenario testing and making recommendations (E)
- Demonstrate commercial awareness and knowledge of investment work issues and how they relate to Paradigm and the wider housing sector (E)
- Effective communicator with appreciation of our diverse customer group (E)
- Ability to think laterally and creatively about a range of issues (E)
- Experience of data management within CX or Keystone (P)
- Working knowledge of development handover processes (P)
- Positive approach to improving processes and promoting the work of Asset Management (E)
- Exercise appropriate levels of skill in managing data and working with IT colleagues to develop systems to improve capture and management of stock data (E)
- Thorough knowledge of process and system design, implementation and operation (P)
- Analytical and accurate (E)
- Experience of business process and analysis techniques (E)
- Experience of collating, analysing and reporting Management Information (E)
- Ability to organise own workload and meet challenging deadlines often in the face of competing priorities with minimal supervision (E)
- Clear and concise verbal, written and presentation skills (E)
- Ability to build effective working relationships with both internal and external customers / stakeholders (E)
- Previous experience of leading systems implementation, assessment, and upgrades (E).

(E) Essential

(P) Preferred

