



DIRECTOR OF ASSET MANAGEMENT

Circle VHA are proud members of INAR - The Irish Network Against Racism

The role:

Reporting to the Chief Executive, the Director of Asset Management will be a member of the Leadership Team (LT). With overall responsibility for the strategic development and performance of the function, the Director of Asset Management will work collaboratively with the other LT members, statutory agencies, local authorities, housing providers and all key external and internal stakeholders to ensure CIRCLE VHA's vision is realised.

The Director of Asset Management is a key leadership role within the organisation, responsible for the strategic management of Asset Management through the implementation of the asset management strategy in line with the vision and values of CIRCLE VHA. With a primary focus on the 'bricks and mortar,' the Director of Asset Management will ensure the development and delivery of a service that keeps our tenants health and wellbeing at the heart of all that we do.

Location: Hybrid working, with office and national site attendance required

Reporting to: Chief Executive Officer

Contract: Permanent, Subject to a six month probationary period

Salary Range: €85,200 - €119,300

Hours: 37.5hrs hours per week over 5 days

Leave: 26 days

Pension: Available on completion of probation

Travel: The post requires a valid driving license and the use of a car for business purposes. Expenses policy applicable

Head Office: Phoenix House, Castle Street, Dublin 2

To Apply: Please email an updated CV and short cover letter outlining your experience to recruit@circlevha.ie

Closing Date: Wednesday 26th March 2025

Interviews: Week commencing 31st March 2025





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The Organisation: Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.

Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.

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Key Responsibilities

Strategy & Leadership

- Member of CIRCLE VHA's Leadership Team (LT), contributing to the overall strategic direction and success of the organisation
- Contributing to CIRCLE VHA's Business Plan and Corporate Strategy
- Reporting to the Board and other Committees of the Board on all relevant asset issues.
- Development, delivery and review of the CIRCLE VHA's asset management requirements.
- Inspiring colleagues to embrace and live the CIRCLE VHA values through your own actions and behaviours.
- Ensuring the ongoing delivery of the asset management function goals.
- Working across the organisation to ensure all organisational goals are realised.
- Manage the asset management function, strategies and the asset management requirements through the development and maintenance of meaningful policies, procedures and measures that are used to continuously improve the service to external and internal stakeholders.

Investment Planning

- Ensure CIRCLE VHA's stock data remains current, is regularly refreshed through planned stock surveys and life cycle costs reviewed to underpin future investment decisions.
- Regularly review actual costs and component performance to establish any arising trends that require any necessary programme or budget adjustments.
- Use stock condition data, repair trends, industry and customer insight and colleague feedback to develop indicative planned programmes for key building components that meet the need of tenants and business alike.
- Actively consult housing colleagues and tenants in the development of planned and cyclical programmes. Ensure all investment programmes reflect the Asset Management Strategy priorities.
- Develop and utilise measures to understand repair trends and their impact on future planned investment programmes. Use the data to continuously reshape investment decisions to deliver value for money and the best outcomes for tenants.
- Liaise with Finance on any key movements that may impact upon the Business Plan Performance
- Establish and deliver a programme of component renewal ensuring our stock meets a decent homes standard, SAP C 2030, Net Carbon Zero 2050, and maintains its legislative and regulatory compliance position.
- Develop and evolve short, medium, and long-term strategies to support Strategic Asset Operations and implement an Asset Management Strategy, including setting and delivering a range of strategic and operational KPIs.

Programme Procurement and Delivery

- Develop, deliver and review a Procurement Strategy for delivering the key business investment programmes.
- Lead on all aspects of procurement for contractors, ensuring value for money and maximising benefits for CIRCLE VHA and its tenants.
- Oversee the contract management of all key property service contracts and ensure that the contracts continue to deliver in terms of both quality and cost and continue to meet the needs of the customer and business.
- Oversee the management of the specialist contractors engaged by CIRCLE VHA and ensure that the contractual arrangements are structured to ensure that they meet the quality and price expectations of the organization.
- Manage the daily operations of core asset management services - including complaints services.
- Promote and champion the use of the MRI IT system, feeding into workgroups as necessary to enhance how the system supports all aspects of CIRCLE VHA's work.

- Ensure that there are robust links between the Service, New Business and Development, Finance and Asset Management Departments to ensure a joined-up approach to management of estates and neighbourhoods.
- Develop a range of ways, including surveys, scrutiny panels, in which stakeholders can be involved in shaping, reviewing and monitoring CIRCLE VHA services.
- Ensure that stakeholders are surveyed on their satisfaction with all aspects of their interaction with CIRCLE VHA and that the results lead to service improvements
- Ensure that the use of the MRI IT system is maximised so as to ensure that officers work in the most efficient and effective ways possible.
- Ensure that a robust complaints handling process is in place.
- Ensure that complaints are used as a tool for service improvement; understanding and disseminating learning from complaints

Managing Agent Services

- Oversee the delivery of a commercial managing agent service to individual Owners Management Companies (OMCs).
- Regularly review costs and service standards and ensure services are appropriately costed.
- Work closely with the Finance Director to ensure all costs are captured and presented in a suitable reportable manner. Ensure annual budgets are established in a timely manner to enable effective ongoing service and budget management as well as all necessary legal reporting.

Assurance & Risk Management

- Ensure ongoing assurance in respect of CIRCLE VHA's legal obligations in respect of Health and Safety including but not limited to:
 - Gas safety
 - Fire safety
 - Mechanical and Electrical safety
 - Safety, Health and Welfare at Work (Construction) Regulations
 - Water safety
 - Fall arrest systems
 - Asbestos
- Damp and Mould
 - Training and certification
- Lead on the resolution of any significant property related emerging risks (eg. Fire safety, pyrite etc) and alert LT of any newly arising significant risks.

Relationship Management

- Provide initial and ongoing key relationship management to stakeholders and housing providers business in the development of new, and consolidation of existing business relationships.
- Provide key company representation as required in new business development opportunities with external agencies, including Local Authorities, Department of Housing Planning and Local Government, Housing Agency, Irish Council for Social Housing, Housing Alliance and other inter agency dealings.

Managerial

- Provide ultimate oversight management of the function's activity,
- To review and assess and make recommendations in relation to business cases for new business areas and projects, to the Leadership Team, Board and sub committees of the Board.
- To produce highly effective Board and Committee status updates for Board and Committee presentation to include ongoing transaction status reporting, market and sectoral trends and statistical reporting of pipeline activity on new business, existing asset management

strategies.

- Ensure that policy and procedures relevant to the asset management function are adopted, implemented and delivered.
- The provision of staff development programmes to upskill the team.

Collaboration

- Develop and enhance positive stakeholder relationships with key external agencies to assist in the delivery of CIRCLE VHA's corporate priorities, development pipeline and asset management strategies.
- Play an active role in the wider development of the sector ambitions through engagement with key agencies and partner Approved Housing Bodies (AHBs) to enhance its skills and capacity, identifying joint opportunities to benefit both CIRCLE VHA and the wider sector
- Work constructively with all CIRCLE VHA appointed consultants and advisors to ensure an environment of constructive challenge and continuous improvement

Financial

- Working closely with the Finance Director and wider LT to maintain the Business Plan projections, regularly reviewing assumptions and risk factors.
- Developing asset management projections as required to facilitate sound financial business planning and cashflow management.
- Ensure the timely and complete provision of financial reporting requirements and information to the Finance Team.
- To provide financial oversight of functional activity, and have effective management systems in place to ensure that all financial due diligence is conducted, and delegated authority thresholds are adhered to at appropriate stages of transactions.
- Recover all financial incomes and manage all asset management pipeline costs in line with policy and business plan.
- To ensure, transactional and project compliance on all new projects, procurement and asset management needs with the various funding mechanisms, and associated performance standards.
- Develop a 3 to 5 year budget and business plan for planned and cyclical maintenance.

Assurance & Risk Management

- Ensure ongoing assurance in respect of CIRCLE VHA's legal obligations in respect of Health and Safety, including but not limited to; Regulations pertaining to pipeline development activity including the Building Regulations and Building Control Regulations and Planning and Development Regulations and Asset Management strategies.
- Identify, manage and mitigate transactional related risks through effective risk management strategies, eliminating risk or reducing it to the lowest possible level.
- To ensure, transactional and project compliance on new projects and initiatives with the various statutory regulations in force, funding scheme technical specifics and standards, DHPLG memoranda and circular provisions, and EU public procurement requirements.
- Leading the effective delivery of a Quality Service through the formulation, review and proper implementation of policies and procedures to reflect company highest standards of good governance, and to keep abreast of changes in relevant legislation.

People

- Strategically recruit, train and develop the team to increase the day to day productivity of the asset management function and organisation.
- Effectively develop the team to support succession planning for the future growth of the organisation.
- Proactively manage all aspects of people development (Performance Appraisals, Individual Development Plans, Coaching and Counselling and Disciplinary actions) for a productive and

successful workforce.

- Uphold organisational standards and act as a strong leader to the team.
- Model the way for the department and organisation.
- Take control of ensuring training and operational initiatives are rolled out effectively.
- Continuously communicate with the team through both written and verbal forms of communication.
- Set weekly monthly and quarterly goals and expectations to create a positive working environment.
- Train and coach the team on values, customer service, standards, operations and time management.
- Actively guide the team to uphold and deliver company values, customer service standards and organisational expectation.

Performance Management

- Be responsible for the performance and ongoing development of the asset management function and the individuals involved.
- Support, educate and develop the team members as required to ensure the continuous improvement of the team.
- Actively manage and respond to any change management initiatives.
- Ensure all processes and procedures remain fit for purpose.
- Work collaboratively across the organisation to achieve shared objectives/ goals.
- Set a strong and consistent leadership role which reflects the values and ethos of CIRCLE VHA, working towards the broader ambitions of the organisation.

Corporate Responsibilities

- Work and positively contribute to the LT.
- Ensure all activity is aligned to CIRCLE VHA's values and contributes to the mission of ensuring high quality housing and services.
- Adhere to all Circle VHA policies and procedures at all times.
- To exercise discretion at all times.
- To fulfil all care and high standards regarding both Circle VHA and your own health and safety obligations.

General

- Ensure ongoing reflection of personal development in light of maintaining and enhancing skills and knowledge to meet the current and future requirements of your role.
- Maintain industry insight across all relevant disciplines and respond to changing technology and practice.
- To positively promote CIRCLE VHA in all activities.
- Planning, managing and reviewing all relevant budgets and participating in annual budget setting.
- Any other duties which are consistent with your role.

Key Competencies



- Leadership and Management skills
- Customer care management
- People management and team building
- Innovation & change management
- Influencing and negotiation skills
- Performance measurement and management
- Statistical analysis
- Team Working
- Brand integrity
- IT Skills
- Communication Skills

Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the below competencies.

Education / Qualifications	Essential	Desirable
<ul style="list-style-type: none"> Relevant 3rd level qualification and at least 6 years' experience in a construction, development, surveying, property or housing environment is essential. 	✓	
<ul style="list-style-type: none"> Willingness to undertake professional development 	✓	
<ul style="list-style-type: none"> Management qualification 		✓
<ul style="list-style-type: none"> Membership of a relevant governing body eg CIH etc 		✓
<ul style="list-style-type: none"> Hold a PRSA License 	✓	
Knowledge / Skills		
<ul style="list-style-type: none"> Sectoral experience in provision of housing accommodation under Government Housing Policy as delivered through the Housing Agencies and Local Authorities, other Approved Housing Bodies would be a distinct advantage 	✓	
<ul style="list-style-type: none"> Knowledge and experience of project management principles and contract administration would be highly advantageous 		✓
<ul style="list-style-type: none"> Knowledge of statutory legislation and public procurement principles related to housing development 	✓	
<ul style="list-style-type: none"> Previous experience of team leadership and management at a senior level with a minimum of 5 years' experience at this level. 	✓	
<ul style="list-style-type: none"> Communication skills –verbal and written, report writing, presentation 	✓	
<ul style="list-style-type: none"> Plan and organise at organisational and personal level 	✓	
<ul style="list-style-type: none"> I.T skills to intermediate level 	✓	
<ul style="list-style-type: none"> Attention to detail 	✓	
<ul style="list-style-type: none"> Financial control and budget management skills 	✓	
<ul style="list-style-type: none"> Problem solving 	✓	
<ul style="list-style-type: none"> Experience in the application and use of asset management software 	✓	
<ul style="list-style-type: none"> Ability to work with people showing empathy and discretion 	✓	
Experience		
<ul style="list-style-type: none"> 6 years suitable experience 	✓	
<ul style="list-style-type: none"> Approved Housing Body or Local Authority working 		✓
<ul style="list-style-type: none"> 5 years min. managing multi-disciplinary teams 	✓	
<ul style="list-style-type: none"> Experience of contract administration 		✓
<ul style="list-style-type: none"> Project Management experience 		✓

This job description is not restrictive and will be subject to periodic review

Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's*

