



Creating great homes together

# Role Profile

**Position**

**Asset Officer**

**Reporting to**

**Asset Investment**

## What you can expect

**We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.**

- To work with other asset officers and heads of departments and provide data to show progress against performance, that all parties have met their contractual obligations and targets have been met.
- Fast paced adaptable and highly collaborative environment.
- Influence, ensuring homes are decent, while keeping our colleagues, customers and stakeholders safe.
- Develop and strengthen knowledge about construction related matters including laws and legal requirements.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- Supporting customers within agreed business time frames.
- Good eye for detail to report and follow up on any issues or planning relating to works on our homes.
- Team player, a great influencer and strong organiser and driver to deliver best practice and sharing of information across depts.
- Take responsibility and encourage ownership of all tasks assigned to the role.
- To be the go to person for L&PO asset officer activities.

## What you take care of

- To be the key point of contact for customers, contractors and internal colleagues with matters relating to Magna's homes.
- Co-ordinate and provide regular updates, advice and guidance to customers and internal teams.
- To build strong relationships to get a resolution within an agreed timeframe, while auditing, monitoring and reporting on the aftercare process.
- To continually improve the customer experience.
- Check on progress of works with contracting partners, to ensure satisfactory completion, within service level agreement timeframes.

## What you need to be successful

- A good understanding of Building Regulations and NHBC technical standards.
- Exceptional customer service skills with strong communication skills and the ability to remain calm in challenging situations.
- Good knowledge and experience of working with various systems and the ability to develop them.
- Programme and customer communications planning.
- Ability to schedule works and manage contractors and programmes to meet deadlines and customer expectations.
- Identify trends and recommend solutions by reviewing data in terms of performance, commitment and failure of products.
- Current driving license, ability to use own vehicle for work purposes.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**