

Role Title	Asset Operations Lead
Corporate Focus	LHA Group
<p>Objectives</p> <p>The Operations Lead for Asset Management is responsible for delivering high-quality, compliant, and customer-focused asset management services, acting as the primary operational lead for the Director of Asset & Repairs. The role translates the organisation's asset strategy into effective day-to-day delivery across repairs, maintenance, compliance, and investment programmes.</p> <p>Working closely with the Director of Asset & Repairs, the post ensures that operational services are safe, efficient, value-for-money, and aligned with strategic priorities, regulatory requirements, and customer needs.</p> <p>This job description is a general guide to the tasks to be fulfilled.</p>	
Accountability	Director of Asset & Repairs
Management Responsibility	Asset Team
Main Location / Base	101 High Street, Fort William
Hours of Work	35 hours per week
Date Approved	April 2026

Delivering the Asset Management Strategy

- Lead the operational implementation of the asset management strategy set by the Director of Asset Management.
- Ensure operational plans, programmes, and service standards reflect strategic priorities and regulatory expectations.
- Provide insight and recommendations to the Director to support strategic planning and continuous improvement.

Operational Delivery of Property Services

- Oversee day-to-day delivery of responsive repairs, voids, planned maintenance, cyclical works, estate management and investment programmes.
- Ensure services are delivered safely, efficiently, and in line with agreed budgets and performance targets.
- Manage contractor performance and procurement activity, escalating risks or issues to the Director as required.
- Maintain accurate asset data to support operational decisions and strategic planning.

Compliance, Safety & Assurance

- Ensure full operational compliance with all landlord safety obligations, including gas, electrical, fire, legionella, asbestos, and lift safety.
- Maintain robust compliance systems and ensure timely inspections, servicing, and remedial actions.
- Provide the Director with clear, accurate compliance reporting and early warning of risks.
- Lead operational responses to property-related incidents, ensuring learning is captured and shared.

Performance Management & Service Improvement

- Monitor and improve performance across repairs, voids, compliance, estate management and investment delivery.
- Use data, KPIs, and customer insight to identify trends, risks, and opportunities for improvement.
- Support operational service redesign and continuous improvement initiatives, ensuring alignment with the Director's strategic direction.
- Produce high-quality operational reports for the Director, senior leadership, and governance structures.

Financial & Resource Management

- Manage operational budgets for repairs, maintenance, and investment programmes, ensuring value for money.
- Support the Director in developing long-term investment plans and business cases.
- Monitor expenditure, forecast future needs, and ensure effective resource planning.
- Support and oversee procurement activity within the asset and repairs department, ensuring compliance with regulatory requirements, organisational procurement policy and governance frameworks. Drive robust commercial decision-making, delivering value for money and incorporating sustainability, risk and whole-life cost considerations.

Leadership, Culture & Team Development

- Provide day-to-day leadership to operational teams, ensuring clarity of roles, expectations, and priorities.
- Foster a culture of safety, accountability, and customer focus, aligned with the Director's leadership approach.
- Support staff wellbeing, development, and performance through coaching and supervision.
- Build strong working relationships with internal teams, contractors, and external partners.

Customer Experience & Engagement

- Ensure asset-related services are responsive, accessible, and sensitive to customer needs.
- Lead operational responses to customer complaints and service failures, escalating systemic issues to the Director.
- Support tenant engagement in shaping asset-related services and investment priorities.
- Ensure clear communication with customers about works, safety requirements, and service standards.

Other Responsibilities

- Promote LHA's values and strategic objectives in all interactions.
- Commit to personal and professional development and maintain sector-relevant expertise.

- Undertake additional strategic responsibilities as required by the Director of Asset & Repairs.

Specific Resources Associated with this role

Essential Car User's Allowance
Mobile Phone / ICT

Key Relationships

Highland Council, Scottish Housing Network, Scottish Housing Regulator, Scottish Federation of Housing Associations.