

Job Description

Job title	Coordinator - Asset Management
Profession	Business Administration & Support
Band	F
Directorate	CCO (Customer)
Accountable to	Head of Asset Management

Job Purpose:

The role will monitor and manage handover of new build assets from Development, ensuring that all key information and certification has been provided. Create new assets on the asset management database including populating key compliance and component information and other information provided by Development in the new property information pack (NPIP). Provide robust coordination and administrative support to the Asset Management team.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Head of Asset Management, this role will deliver key accountabilities. Responsible for creating new development assets on the asset management database following defined procedures and tasks, working in a methodical manner to ensure component and compliance information is recorded correctly and in a timely way.

The role is expected to use judgement in line with these procedures to make decisions and to use own initiative, organise own work and work under minimum supervision.

Key Accountabilities:

- Responsible to deliver the right outcome for our customers in a safe and timely way.
- Provide coordination and administrative expertise to ensure that the new build asset creation process is followed and adhered to.
- Oversee handover of new build assets from Development, ensuring that all key asset and compliance information is available to be recorded on the relevant systems.
- Create new build assets from Development to the asset management database, including updating component and compliance information.
- Create and update grounds maintenance assets to asset management database.
- Update service charge location codes to the asset management database.
- Liaise with Development Assurance Officers on understanding when new developments are being handed over, missing or incorrect asset information including compliance and component data.
- Escalate with Building Safety and Compliance Specialists when compliance information has not been provided or has been incorrectly completed.

- Inform Asset Management team of new developments where non-standard construction, components and new technology has been applied.
- Seek opportunities for continuous improvement within the new build asset creation process to automate working practices to reduce or removal manual input.
- Provide a proactive administrative support service to the Asset Management team, meeting standards and targets to ensure the delivery of the best possible level of satisfaction for both internal and external and external customers.
- Assist in managing the asset management helpdesk for all asset management enquiries, ensuring that requests are allocated appropriately within a timely manner.
- Responsible for ensuring documented processes are in place to support work activities.
- Proactively identify continuous improvement areas ensuring the updating of the process maps accordingly.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety Compliance team for consideration and/or investigation.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Ability to adapt and support colleagues during periods of high workload.
- Experience of operating within a fast-paced environment.
- Experience of working to deadlines and achieving targets through own work and work driven through teams.
- High level understanding of following and adhering to processes.
- Strong skillset of communication with subject matter technical experts both internally and externally.
- Ability to use multiple systems and understand how they communicate and interact.
- Ability to work independently and collaboratively with various departments and third parties.

Desirable

- Ability to validate and impact assess, to escalate data issues as required.
- Ability to impact access and to understand the different between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliation).

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4753	Katy Lowe	10/04/2025	
2.0				