

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	Investment and Planning Co-ordinator
<b>Location:</b>	Edinburgh/Hybrid
<b>Team/Directorate:</b>	Asset Management
<b>Responsible To:</b>	Head of Investment and Sustainability
<b>Responsible For:</b>	Administrative Assistant(s)
<b>Indirectly Responsible For:</b>	None

### 2. JOB PURPOSE

To undertake, efficiently and effectively, the management and delivery of a range of activities within the Investment and Sustainability function of the Asset Management team in line with the Corporate Strategy, and the Asset Management & Sustainability Strategy.

### 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

**Project management** across key operational areas; including Damp & Mould, Energy Efficiency Standard for Social Housing (ESSH) and sensor implementation. Ensuring policies and procedures remain compliant with current and emerging legislation, supported by clear processes, effective training, and ongoing communication.

**Manage the end-to-end delivery of the multi-year fibre rollout contract**, ensuring effective liaison with contractors, internal teams and customers to support the smooth installation of fibre infrastructure across Hanover's stock. Maintain accurate records of progress, risks and compliance, ensuring all works meet contractual obligations, technical standards and regulatory requirements. Monitor contractor performance, resolve operational issues, escalate where required, and coordinate clear communication with affected customers and colleagues to minimise disruption and safeguard service quality.

**Assist in the development and compilation of key strategic documentation**, including the **New Build and Remodelling Framework** and other forward-planning materials led by the Head of Investment and Sustainability. Coordinate inputs from relevant internal stakeholders, maintain accurate and up-to-date supporting information, and ensure documents are well-structured, compliant and aligned with organisational priorities. Provide high-quality drafting, editing and administrative support to enable timely production of strategic papers that inform decision-making and long-term planning.

**Manage and monitor the Investment and Sustainability registers, databases, and supporting processes**, ensuring comprehensive and compliant records are maintained. Use this information to

track progress and drive performance improvements, working closely with the Regional Maintenance Managers.

**Management of the SHQS** (Scottish Housing Quality Standard) and Stock Condition Survey data for inclusion in ARC returns and quarterly performance reporting to the Audit Performance and Risk committee. Also utilising this information to define policies and procedures to drive performance improvements.

**Performance and workload monitoring** across key operational functions within the Asset Management team driving continuous improvement

**Preparation and analysis of accurate KPI, reports and statistics** for the Leadership Team and Board to monitor performance in order to manage and mitigate risk and drive a performance culture to ensure delivery of a high-quality service and meet necessary KPIs.

**Manage and monitor the Asset Management Communications plan** to both internal and external customers.

**Policy, Strategy and Risk Management** – maintain and update relevant policies and procedures in line with legislation and co-ordinate the delivery **of the Asset Management Policy and Procedures Review Programme** to ensure robust, consistent working practices across the Asset Management team. Contribute to the development of strategies and service improvement plans aligned with Hanover's strategic goals.

**Oversee and co-ordinate complaints** received into the Asset Management team to ensure adherence to required policies, timescales and procedures, ensuring we meet our regulatory requirements, and the customer is treated fairly.

**Provide support** across the Investment and Sustainability function to provide an excellent service

**Leading and mentoring the administrative assistants** ensuring workload management, training and personal development.

To undertake any other tasks delegated by the Head of Investment and Sustainability.

### 3.2 Key Relationships – Internal & External

Colleagues in Asset Management & other departments within Hanover

Hanover Customers

Contractors and consultants

## **Health & Safety**

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Hanover.
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

## **3.4 General**

- Be aware of and always adhere to Hanover's policies and procedures.
- Take part in performance reviews and one to one meeting with your manager throughout the year.
- Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
- Be an ambassador of Hanover's values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.

## **3.5 Other**

- Always apply Hanover's values and behaviours to every aspect of the role
- Protect and enhance the interests and reputation of Hanover internally and externally.
- Act as a role model and always treat colleagues and customers with integrity and respect.
- Comply with Hanover's Code of Conduct.

## Investment and Planning Co-ordinator Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Administration qualification such as SVQ3 qualification in Business Administration or equivalent experience	Project Management qualification
Experience	<ul style="list-style-type: none"> <li>Project Management</li> <li>Performance monitoring</li> <li>Complex administration</li> <li>People Leadership</li> <li>Report writing and presentation</li> <li>Governance and compliance</li> <li>Internal and external Stakeholder management</li> <li>Working in a fast-paced environment with conflicting deadlines and priorities.</li> <li>Line management responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Data Analysis</li> <li>Change Management</li> </ul>
Knowledge	Fully competent in Microsoft Office	Social Housing
Skills	<ul style="list-style-type: none"> <li>Highly developed organisational skills</li> <li>Excellent written and verbal communication</li> <li>Stakeholder management skills</li> <li>Excellent MS Office/ICT skills in relevant software.</li> </ul>	Data Analysis

	<p>Proven problem solving and planning capability with creative skills and the ability to meet deadlines.</p> <p>Self-directed, results driven and able to multi-task in a fast paced, dynamic environment with continued attention to detail.</p>	
Personal attributes	<p>Highly self-motivated and a self-managing 'can do' attitude.</p> <p>Determination and willingness to take on new challenges and responsibilities</p> <p>Strong approach to performance management with the ability to define and measure outcomes of success</p> <p>A strong team player who will work collaboratively and inclusively to achieve our objectives.</p> <p>A person who demonstrates respect for colleagues and customers alike.</p>	
Additional requirements	<p>Hanover will be adopting a hybrid approach to work and so the candidate should have an available appropriate home working space.</p> <p>Some office working will be required but this can be negotiated.</p>	

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**