

CANDIDATE INFORMATION PACK

Director of Asset Management

UK Wide with Regional Travel

Presented by Joshua Robert on behalf of FirstPort — the UK's leading residential property management company.

About FirstPort

The UK's leading residential property management company and a business with momentum.

FirstPort is the UK's largest residential property management business, caring for thousands of developments nationwide and supporting close to a million residents. With a history spanning over 30 years, FirstPort manages leasehold, freehold, and later living developments across England, Scotland, and Wales, combining the scale of a national business with the local expertise that residents and clients expect.

The business is a proud member of The Property Institute (TPI), The Property Ombudsman, and ARHM, with safety, transparency, and service quality at the heart of everything it does. All account management is carried out in-house, never outsourced, ensuring that every development is managed by people who genuinely understand the communities they serve.

FirstPort is investing in its people, its assets, and its operational platform, building the infrastructure needed to manage an increasingly complex portfolio, including critical infrastructure, heat networks and emerging technologies, to the highest standard.

30+

Years in business

6000

Developments under
management

1m

Residents nationwide



The Opportunity

A newly created executive role, built to shape how FirstPort manages, protects and invests in its clients' assets.

Job Title	Director of Asset Management
Location	UK-wide with regional travel (TBC)
Reporting To	COO
Salary	Competitive salary
Seniority	Director

FirstPort is creating a connected, data-led Asset Management function and is looking for a Director to build and lead it. This is a strategic leadership role responsible for protecting and enhancing the value of clients' assets, while strengthening governance, technical assurance and operational performance across an increasingly complex residential portfolio.

Critical Infrastructure & Energy has been identified as the top strategic priority for the function, reflecting the growing complexity of heat networks, utilities, smart building technologies and other engineering assets across FirstPort's portfolio.

The successful candidate will own this agenda from the outset, while also building the long-term Asset Management operating model, improving asset information and governance, and supporting the Growth function in strategic bids and client relationships.

The successful candidate will:

- Lead the delivery of FirstPort's Asset Management strategy, turning strategic priorities into measurable outcomes
- Own Critical Infrastructure & Energy assets, driving a proactive, risk-based approach aligned to Safety First and regulatory requirements
- Build a high-performing Asset Management function with strong capability, accountability, and governance
- Create trusted asset data to improve compliance, planning and operational performance
- Establish consistent standards, lifecycle planning, and performance management across the business
- Drive digital transformation to improve asset visibility, efficiency, and decision-making
- Partner across Operations, Finance, Technology and Procurement to embed asset-led thinking
- Deliver safer homes, stronger compliance, and better resident outcomes through effective asset management leadership

The Role

Strategic and technical. Executive-level and hands-on. This is a role for someone who can set the direction for Asset Management at FirstPort and build the capability to deliver it.

As Director of Asset Management, the successful candidate will provide strategic leadership for FirstPort's Asset Management function, creating a connected, data-led operating model that protects and enhances clients' assets while supporting Regional Service Delivery.

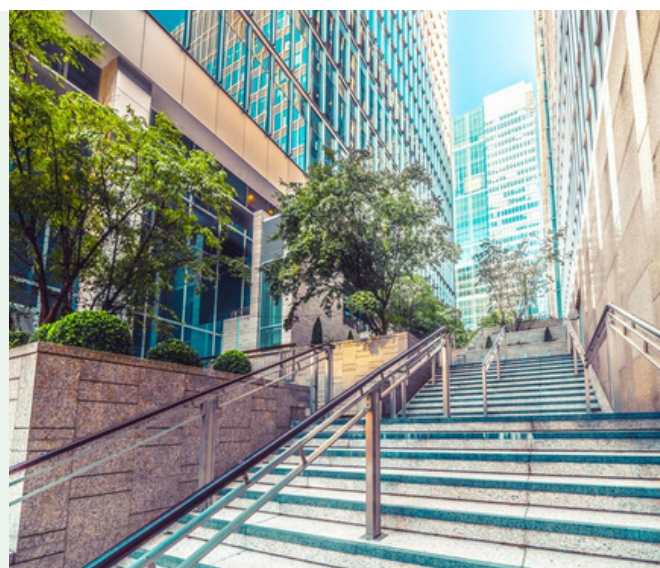
They will be responsible for developing the long-term Asset Management capability of the business, ensuring FirstPort is equipped to manage increasingly complex residential assets, critical infrastructure, heat networks and emerging technologies, while strengthening governance, client confidence and operational performance.

Key responsibilities:

- Develop and deliver FirstPort's Asset Management Strategy, and lead the Asset Management Leadership Team
- Own FirstPort's strategic approach to Critical Infrastructure & Energy, including heat networks, utilities and smart building technologies
- Provide executive oversight of Asset Management Plans, lifecycle investment strategies and the Major Works governance framework
- Provide strategic oversight of Asset Information & Intelligence, including a trusted digital asset register and asset hierarchy
- Provide executive oversight of planned statutory programmes and asset assurance activities
- Support the Growth function in strategic bids, client presentations and mobilisation activities
- Champion the development of a connected, data-led Asset Management capability, including digital inspections and future AI-enabled tools
- Establish governance, accountability and performance standards across the Asset Management function
- Represent FirstPort with regulators, developers, clients and strategic partners on technical and energy matters

What success looks like:

- Growth of the Critical Infrastructure & Energy capability
- Delivery of the Asset Management Strategy
- Development of the Asset Management operating model
- Improved asset information quality and governance
- Enhanced client confidence and retention
- Contribution to business growth and market positioning



The Ideal Candidate

Will bring executive-level asset management or technical leadership experience, and understand how to build capability in a complex, multi-site environment. You are ready to shape a function from an early stage.

FirstPort is open to candidates from residential property, facilities management, infrastructure, or utilities backgrounds, and is specifically interested in candidates from social housing, given the breadth of technical and operational challenges that background provides. A generalist, adaptable profile is valued as much as deep specialism in any one sector.

Essential experience and qualifications:

- Executive leadership experience within Asset Management, Engineering, Infrastructure or Property
- Experience leading multidisciplinary technical teams
- Track record in capital investment, lifecycle planning and Major Works governance
- Knowledge of building safety, technical compliance and digital asset management
- Strong commercial acumen and senior stakeholder management
- Desirable: Heat Networks and energy infrastructure experience, ISO 55001 awareness, and Chartered professional status

Most importantly, you will demonstrate:

- Sector authority that can walk into any room in the industry and be taken seriously
- Commercial hunger and a genuine desire to win, build, and grow with measurable outcomes
- Executive presence with the communication, gravitas, and interpersonal skills to operate at board level
- Strategic thinking and the ability to build a plan, not just follow one
- Resilience and self-belief, with an ambitious mindset and the confidence to handle scrutiny
- Collaborative instinct, a leader who builds bridges internally as readily as they win clients externally



Why Join FirstPort?

The chance to build an executive function from the ground up, inside one of the UK's most visible residential property businesses.

This is a newly created role, reflecting FirstPort's decision to invest seriously in the long-term capability of its Asset Management function. The person who joins will not inherit a finished operating model; they will design and build it, with the backing of the Operations Director and the wider executive team.

FirstPort is adapting to significant industry change, from the Leasehold Reform agenda to rising expectations around building safety, energy performance and digital asset information, and is investing in the people, governance and technology needed to lead on all three.

What makes this role stand out:

- A newly created executive role, shaping the strategy, team and operating model from the outset
- Ownership of Critical Infrastructure & Energy, FirstPort's named top strategic priority
- Direct reporting line to the COO, with visibility across the executive team
- A broad, senior remit spanning strategy, technical governance, digital transformation and growth support
- Close working relationships with the Regional Directors, Finance, Technology and Procurement
- A business investing seriously in raising standards across the residential property sector



FirstPort's Leadership Principles

At FirstPort, leadership is not just a title, it is a way of working. The four principles that define the culture here are:

Collaborative

Combining expertise across teams to deliver outstanding outcomes for clients and residents.

Consistent

Delivering dependable results that build trust, internally and externally.

Simple

Stripping away complexity to make decisions, communications, and processes clear.

Clear

Ensuring that information is accessible, transparent, and actionable at every level.

Leadership & Culture

A business that is transforming and looking for leaders to drive that transformation.

FirstPort's ambition is straightforward: to become the most trusted and professional residential property management company in the UK. This is strategic intent that is reshaping how the business recruits, operates, and measures success. In London, that journey is particularly exciting because the opportunity is so large, the market is so well defined, and the investment being made is so tangible.

The culture is honest and direct. The leadership team is not interested in candidates who want to coast. They want people who are motivated by challenge, who see a complex market as an opportunity, and who are prepared to be held accountable for outcomes. In return, you will be trusted, supported, and given the platform to do your best work.

FirstPort also takes its broader responsibilities seriously, engaging with the Leasehold Reform agenda, contributing to regulatory consultations, and working with the sector's professional bodies to raise standards across the industry.

Remuneration & Benefits

Salary: Competitive

FirstPort recognises that its people deserve a package that reflects the seniority and impact of the role. The full remuneration package includes:

- Competitive salary
- Car Allowance of £6,500
- Pension with matched employer contributions
- Private medical insurance
- Life assurance
- Access to discounted gym membership and employee wellbeing benefits
- Accredited training and continuous professional development
- Extended maternity and paternity provisions



NEXT STEPS

The Recruitment Process

This search is being managed exclusively by Joshua Robert. To ensure a confidential, well-managed process, we ask all interested candidates to approach the role through us directly. The indicative process is as follows:

- 1 Initial confidential conversation with Joshua Robert to discuss the role and your background
- 2 Submission of your CV and supporting information to FirstPort with our endorsement
- 3 First-stage interview with the COO and/or HR
- 4 Second-stage interview with the wider leadership team
- 5 Offer and referencing

All conversations are treated in the strictest confidence. We will not submit your details to FirstPort without your explicit consent.



Contact

For a confidential discussion about
this opportunity please contact:



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