

Director of
Development & Asset
Management

West of Scotland
Housing Association



Recruitment Pack





WELCOME

Thank you for your interest in West of Scotland Housing Association. This pack explains who we are, what we need from you and what you need to do to apply.

Our values shape how we act, our decisions and the services we provide. We want a staff team and Board that shares our values and puts customers at the centre of service delivery.

Our staff are at the heart of our business and we support them to be their best which is demonstrated with 84% of staff saying WSHA is a good place to work.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief. We are particularly interested to hear from applicants with a disability, or from a black, asian or minority ethnic background.

Disabled applicants who meet the essential criteria will, where possible be granted an interview under the Disability Confident scheme.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.

BRIAN GANNON
CHIEF EXECUTIVE OFFICER





ABOUT US

Founded in 1965, we strive to be more than just a landlord. What sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to your needs as your lives change.

We provide around 4,200 homes across the West of Scotland and go further to provide housing you can call home.

OUR VISION

We go further to provide housing you call home.

OUR MISSION

We put customers at the heart of everything we do. We do this by listening to your views and caring about what matters to you. We take a flexible and innovative approach when providing homes and services that help individuals and communities thrive.



To ensure our values are reflected in everything we do, we have created a **Values Framework** which outlines the behaviours expected of our staff, managers and Board.



WORKING FOR US

Access to a personal health care plan for you and your family.
Access to staff shopping discounts and salary sacrifice staff tech and EV scheme

We are a member of Employers in Voluntary Housing (EVH)

Free access to a comprehensive Employee Support and Wellbeing Service

Generous holiday allowance of 40 days

Strong focus on staff health & wellbeing including free flu jabs and annual health checks.
Cycle to work Scheme and secure bike shed at office

Friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office) if the role allows





Pension:

We offer a SHAPS defined contribution scheme provision to all staff employed by West of Scotland Housing Association.

The employee can contribute a minimum of 3% to the scheme.

The employer will contribute twice the employee contribution to a maximum of 10%.

Our pension scheme contributions are based on a salary sacrifice arrangement whereby the employer gives 100% of NI savings to the employee.

In addition to the above, we also provide staff with Critical Illness cover and Life Cover x 3 salary.





ABOUT THE ROLE

- ★ Job Title: Director of Development & Asset Management
- 🏠 Department: Property
- 📍 Location: Hybrid model in place
- 💰 Salary Scale: EVH Grade 11 SM (5-7) £86,621 - £89,843 per annum

We are looking for a new Director of Development & Asset Management who shares our values and will use them to guide the way they work on a daily basis.

As part of the Corporate Management team, you will contribute directly to the Association's key strategic objectives. You will lead our Development Strategy, ensuring the provision of high quality energy efficient buildings, and communal spaces. You will lead our Asset Management Strategy and ensure our planned and day to day repairs and maintenance service provides value for money and excellent customer satisfaction, while ensuring compliance with all legislative, regulatory and Health and Safety compliance requirements

You will be accountable to our CEO

You should:

- Have proven leadership skills and the ability to deliver outstanding service to customers and communities
- Have the ability to analyse complex information and make informed financial and strategic judgments
- Have excellent knowledge of building, construction and housing regulations, legislation and current best practice
- Have significant experience of writing and presenting reports and strategic documents to a Board/Committee





MAIN RESPONSIBILITIES

- Provide the CEO and the governing Boards & Sub Committees with advice and guidance in respect of Development, Asset Management and Maintenance services to ensure that the West of Scotland Housing Association Group's investment in new and existing assets is maintained and enhanced.
- Be the lead Officer for the Development & Asset Management Sub Committee
- As a member of the Corporate Management Team of the Association, be jointly responsible for the day to day overall strategic direction, governance, risk management and operational management of the organisation. The CMT ensures that the company's objectives are met, values upheld, and resources effectively managed to achieve long-term sustainable performance
- Take specific responsibility for the leadership of the staff teams, strategy, business planning and service delivery in the following areas:
 - Responsive, planned, major works and cyclical maintenance,
 - Property Development
 - Asset Management
- Deliver a customer focussed repairs and maintenance service to ensure that key targets are met, that the repairs function operates within budget and that a quality service is delivered to customers.
- Ensure compliance with all regulatory and legislative requirements, including Landlord Health and Safety
- Ensure the Association has an integrated approach to our Asset Management Strategy, that it is fit for purpose, flexible to an ever changing environment, and supports business objectives.
- Develop, lead and deliver a programme of new build development, responsive, planned and cyclical maintenance to ensure KPIs and business objectives are achieved.
- Lead our Net Zero & Retrofit Investment Strategy for our homes and commercial properties
- Play a key role in the Factoring Management Group to ensure effective maintenance and repair of mixed tenure blocks.
- Continue to bring innovation in a measured risk appropriate way to the benefit of our customers, our stock and that enhances the reputation of WSHA
- Deliver value for money through efficient procurement activity and by improving productivity and business efficiency of the external contractors, in order to drive continuous service improvement.
- Oversee the drafting and implementation of the Association's Development Strategy
- Provide advice and assistance to support the effective delivery of strategic projects.
- Lead officer for the Health & Safety Working Group
- Deliver sound financial and performance management processes to ensure that budget and performance targets are achieved.
 - Involve residents in investment and service delivery decision making
 - Setting, delivering and monitoring performance to ensure service standards are met as set out in our Key Performance Indicators
 - Promote good quality relations with tenants, owners, the local community and other key stakeholders
 - Establish and review policies, procedures, systems and controls that will safeguard the Association's assets, and financial wellbeing.
 - With the CMT, ensure that the Association complies with its rules, appropriate legislation, relevant statutory instruments, codes of conduct and guidance notes. And ensure that all returns are submitted on time to the relevant regulatory authorities.

MAIN RESPONSIBILITIES CONT...

- Implement and ensure the operation of checks which will effectively monitor that such procedures, systems, and controls are being operated and adhered to across the whole spectrum of the Group's activities.
- Effectively communicate relevant business and performance data to the Department, customers, and stakeholders where appropriate.
- Regularly analyse and evaluate processes and outcomes to further improve performance.
- Ensure that the Association maximises value for money, quality, and cost efficiencies in all of its activities in line with our Value for Money Strategy.
- Promote the highest standards of integrity, probity and conduct of the affairs of the Association in accordance with the practices and procedures adopted by the Association, and in accordance with the requirements of the Scottish Housing Regulator.
- Ensure own continuous development and knowledge is up to date in line with sector related developments. Attending such training courses, seminars, conferences and other learning and development events as the Association may require.
- Act as an ambassador for the West of Scotland Housing Association Group.

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

PERSON SPECIFICATION

CRITERIA

Essential Criteria - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criterion is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.

Experience & Knowledge	E	D
Recent experience at senior level of developing, leading and delivering a comprehensive development, asset management or maintenance service and strategy	*	
Excellent knowledge of building, construction and housing regulations, legislation and current best practice	*	
Experience and understanding of decision making in a commercial environment	*	
Experience in writing detailed tenders, specifications or consultant briefs	*	
Significant experience of writing and presenting reports and strategic documents to a Board/Committee.	*	
Experience of Net Zero and retrofit Strategies for buildings	*	
Track record of finding and delivering innovative solutions to challenging problems	*	
Significant experience of Risk Management & Health & Safety good practice	*	
Significant experience of briefing and appointing consultants and contractors, contract management and supervision	*	
Knowledge of and experience in procuring, planning, implementing and monitoring property services	*	
Experience of managing, monitoring and delivering high value budgets	*	
Ability to lead a performance driven culture to deliver the Association's strategic objectives	*	
Knowledge of current issues and legislation affecting the registered social housing sector		*
Experience in delivering customer service to the highest standard	*	
Experience of working with resident groups, board of management and sub-committees	*	
Experience of financial budget/resource preparation, management, control and monitoring	*	
Strong experience in analysing and diagnosing problems and implementing effective solutions	*	
Experience of being part of a Management or Leadership Team	*	



PERSON SPECIFICATION CRITERIA

Skills & Qualities	E	D
Customer centred approach, flexible, confident and assertive manner	*	
Excellent presentation, verbal and written communication skills	*	
Excellent negotiation skills	*	
Excellent computer literacy and numeracy skills (particularly in use of spreadsheets to analyse data)	*	
Proven leadership skills and the ability to deliver outstanding service to customers and communities	*	
Ability to manage and motivate a team to achieve organisational objectives	*	
Creative problem solver	*	
Ability to analyse complex information and make informed financial and strategic judgments	*	
Resilient and able to consistently meet demanding personal and team deadlines	*	

Qualifications	E	D
Possession of a relevant professional qualification and/or degree	*	

Other Requirements	E	D
Full driving license and access to a vehicle	*	
Flexibility to work out with office hours	*	
Ability to attend evening Board and residents' meetings	*	



APPLICATION PROCESS

For further details and to apply online visit www.westscot.co.uk/about-us/recruitment/.

If you require an application in another format please email vacancies@westscot.co.uk or phone 0141 550 5600.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form



You should complete all sections of the application form and you will need to demonstrate how you meet **all** the essential job requirements on the person specification to be considered for an interview. Applications being completed using ChatGPT or similar AI tools will generally not be accepted and where this is suspected the application may be removed on receipt, from the process. You should also note that curriculum vitae, cover letters and supplementary material will not be considered

The West of Scotland Housing Association does not provide visa sponsorship. All applicants must have the right to work in the UK to apply for positions. Any offer of employment will be conditional upon verifying documentary evidence of right to work in the UK before employment commences.

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

Completed applications must be returned by 12pm on Monday 14th October

PROVISIONAL INTERVIEW DATES:

1st interviews – Tuesday 29th October

2nd interviews – Monday 4th November



EQUAL OPPORTUNITIES

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will, where possible, offer interviews to applicants with a disability who we consider meet the essential criteria.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number or our email address, given in the advertisement initially.

If you are still dissatisfied, you can request and make a formal complaint using our Comments, Complaints and Compliments procedure or if an internal applicant, through our grievance process.





GUIDANCE NOTES ON COMPLETING THE APPLICATION FORM

Please read these notes carefully - they are to help you make the best of your application.

- 1 Preferably, applications should be completed online and if in writing then should be completed in black ink.
- 2 Please do not send in your Curriculum Vitae.
- 3 The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You will need demonstrated how you meet the essential job requirements to be considered for the post.
- 4 The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
- 5 If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
- 6 Candidates must declare on their application form if you are related to any members of staff, Board Member, consultants or contractors or suppliers of WSHA. This will not necessarily be detrimental to your application.
- 7 All personal details will be removed, and applications are anonymised for the short-listing process.
- 8 The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
- 9 As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
- 10 We strive to be an inclusive organisation and we encourage candidates with disability to contact us if there are adjustments/assistance that we can provide to enable an application.
- 11 Please contact us if you require application information in a different format.
- 12 All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
- 13 Many of our positions are conditional on a Disclosure Scotland check being obtained.
Further information on applying for the correct level is provided to the successful candidate.
- 14 When sending your application as a word document, please ensure you add an electronic signature to confirm the application is true and complete.