Icon

Description automatically generated

**We’re looking for a**

**Chief Executive**

**who is**

**Forward thinking, dynamic and customer orientated**

**to join our teamon a full-time permanent basis**

**Salary range**

**£90,098 - £100,556 (from 1st April 2023)**

**Plus an Annual Car Allowance of £6k**

**Hours**

**The general working pattern of this position is 35 hours per week, between 9am and 5pm, Monday to Friday.**

**The job**

Loreburn is an innovative housing association with strong values and a commitment to Creating Great Places to Live and homes that provide affordability in use. New homes will be built to Passiv Haus standards where possible, and all new developments will achieve high levels of energy efficiency. This is an exciting opportunity for a talented and energised leader to join a highly successful organisation.

We are looking for a professional individual who can lead the Loreburn Group to achieve its strategic goals. The key responsibilities of the post holder will include.

* Corporate Governance
* Strategic & Business Planning
* Finance & Control
* Organisational Leadership, Performance and Improvement
* Public Relations
* Strong people focus

It is a challenging role but for the right individual will be exciting and rewarding.

Everyone at Loreburn is proud to be part of an innovative organisation embracing our values based culture where our customers are at the heart of what we do. We have to be able to juggle priorities and change direction at short notice when required. If you thrive in a fast paced environment, you could be the right person to lead our organisation and we would love to hear from you.

If you have the experience, attitude, leadership skills and knowledge we are seeking, and most importantly the enthusiasm and passion for this role, then get in touch to explore this opportunity further. If you are looking for a role that will challenge, stimulate, stretch, and occasionally frustrate you but brings an opportunity to inspire and develop an already enthusiastic team to deliver exceptional outcomes then this role could be for you. If you want to work collaboratively with an ambitious Management Committee and Executive Team as well as customers, colleagues, and contractors to shape a service that Creates Great Places to Live then you should read our role profile and person specification and consider joining us.

Loreburn operates a hub, home and roam working model with staff being home-based and agile across the workforce to both broaden our talent base and ensure a good work-life balance. Whilst you will be predominatley working from home there will be a requirement for regular travel throughout the D&G region as well as a requirement for a number of face-to-face meetings throughout the year. You will have a notional base of Dumfries.

For further information on the role call ASPEN People details

**What makes us GREAT?**

**We’re an award-winning organisation that offers generous conditions and a great work/life balance.**

Take a look at some of the benefits you’ll enjoy:

|  |  |  |
| --- | --- | --- |
| Flexible working | 1 in 4 Early finish Fridays | Home-based working |
| Career development | Protected learning time | Paid holiday |
| Generous pension scheme with life cover | A picture containing text, clipart  Description automatically generatedA creative workplace | Westfield Health |

**CONTENTS**

1. About Us including Management Committee Office Bearers and Executive Team.

2. Role Profile and specification

3. Summary of terms and conditions

**About us**

Loreburn is an award-winning registered social landlord in southwest Scotland and we are passionate about creating GREAT Places to live. We are proud to have won Team of the year at CIH Awards Scotland 2022 and more nationally at the Housing Heroes Awards 2021. We are a Gold Investor in People and an accredited Real Living Wage Employer. We look after 2,500 homes across Dumfries and Galloway with a strong strategic commitment to homes that are affordable in use. Our turnover is £13m primarily generated through rental income. As part of our 2019-2024 corporate plan we had committed to building new homes and to date we have handed over 234 properties, have a further 70 in build and are looking to commence on site with a further 41 in the next 6 months.



We have just over 100 employees who work agilely and remotely to deliver an exceptional customer experience. Working to our Being-You principles shape our approach to how we work to ensure we meet our customers and business needs ensuring colleagues have the right tools, freedoms and flexibilities to experience a GREAT working life. We recognise we are all different and at Loreburn we embrace those differences and are proud of our inclusive ways of working. We celebrate those who like a noisy, creative environment and those who crave peace. We harness our combined strengths and talents to achieve GREAT outcomes.

**Management Committee: Office Bearers**

A person wearing glasses

Description automatically generated with medium confidence**Russell Brown: Convener**

Russell was employed for 23 years at the ICI sites at Powfoot and Dumfries in a number of roles including: Plant Operative, Security Officer, Quality Assurance Inspector and Senior Production Supervisor. During that time, from 1986-1997, he served as a Councillor on Dumfries & Galloway Regional Council, Annandale & Eskdale District Council and Dumfries & Galloway Unitary Authority. In 1997, Russell was elected as the Member of Parliament for Dumfries Constituency and in 2005, as a result of boundary changes, was elected as the Member for Dumfries & Galloway.  
  
During his time in Parliament, Russell was the Parliamentary Private Secretary to the Leader of the House of Lords, and various Secretaries of State for Scotland, as well as the Secretary of State for International Development. Between 2010 and 2015, Russell served as the Shadow Defence Minister with responsibility for International Security Strategy, and also the Parliamentary Under-Secretary of State at the Scotland Office.  
  
The imposition of early retirement in May 2015 has enabled Russell to become involved with some local charities in Dumfries and Annan, and he has taken up the opportunity to start SFA Football Coaching by taking an Under-13 team at Annan Athletic. Retirement has enabled Russell to spend more time with his family, especially his 4 grandchildren, but it has also given him the chance to begin to clock up additional miles on his motorhome!

A picture containing person, wall, indoor

Description automatically generated**Jane Connechen: Vice Convenor**

Working as a Practice Manager in a large urban GP Practice, Jane quickly learned how important decent, safe and affordable housing is to health and well-being.  Through her work life and role as main carer for a close relative, Jane learned how invaluable good neighbours and a strong community are in enabling older and less able-bodied people to live as independently as possible in their own homes for as long as possible.  It was this experience that prompted Jane to join Loreburn’s Management Committee.    
  
Along with her educational background in business, social policy and human resource management and experience working with NHS Education as a vocational trainer and mentor, Jane brings a wealth of skills to Loreburn’s Management Committee.  These include an ability to think strategically, a good understanding of organisational culture and how to change it, how to motivate and develop staff and to use all our resources effectively - not just efficiently!  Jane has a strong interest in research and is currently participating in a project to design homes for healthy cognitive ageing.  
  
Jane’s personal life has been very busy more recently as she's been sharing her home with her son and his young family and cocker spaniel whilst they look for a new home.

**Peter Nelson: Secretary**

Peter is a local Chartered Architect and Project Manager who graduated from the Mackintosh School of Architecture, Glasgow University, in 1984 and qualified as a Registered Architect in 1985. He has worked in both Local Authority and Private Practices on various housing, community, social and educational projects.  
  
Peter won a Design Competition to construct a new Registration Office Complex at Gretna in 1989 and led many major projects and programmes for Dumfries & Galloway Council. He also worked on orphanage improvements in Romania in 1993 and 1994 for the "To Romania with Aid" charity organisation.   
  
He became the Architectural Services Manager for Dumfries & Galloway Council until 2004, when he transferred to lead the Strategic Asset Management for all Dumfries & Galloway Council properties until 2014.   
  
Since late 2014 Peter has been acting as Project Client for the £2m Theatre Royal redevelopment in Dumfries, alongside working on private commissions.

**Executive Team**

Diagram

Description automatically generated

A close-up of a person smiling

Description automatically generated**Sue Irving: Director of Housing Services**

Sue has been Director of Housing Services since June 2019 and before that she was Chief Executive of Dumfries & Galloway Citizens Advice Service. Sue is absolutely committed to providing the best service possible to our customers and she is very proud of her team and their achievements.    
  
She has many years of experience providing services for people who find themselves vulnerable for lots of reasons and has lots of knowledge of the third sector and how that can help our customers. Sue is a graduate of Lancaster University and the Robert Gordon University in Aberdeen.  
  
Although she has lived in Liverpool and the Northeast of Scotland, Sue is from Langholm and lives there with her husband and dogs and is happiest when their son comes home to visit. She is a member of the Board of Management of Dumfries & Galloway College and is also on the Board of Dumfries & Galloway Chamber of Commerce.  
  
As well as these roles, she has lots of interests outside of work including walking and singing (not usually at the same time!) but nothing beats her love of Liverpool Football Club and the excitement of being at Anfield cheering on her team.  
  
Sue is always happy to chat to our customers so if there is anything she can do to help please give her a call.

**Elkie Astley: Director of Corporate Services**

Elkie joined the Loreburn family in 2018, initially working as a member of the Management Team. Most recently, she began working in the Executive Team as Loreburn’s Interim Director of Corporate Services.  
  
A strong believer that variety is the spice of life, Elkie thoroughly enjoys her new position on the team. Covering areas from from Organisational Development, Employee Engagement and HR to Health & Safety and Governance.  Elkie is a Chartered Fellow of the CIPD and serves as a Trustee for Dumfries Advocacy Service, her passion for making a positive difference in the community greatly compliments and shows through in her work.   
  
Elkie believes that the flexible and collaborative approach to working at Loreburn is what makes working there so enjoyable. Although the workforce is dispsersed across the region, it really does feel like a close-knit organisation.  
  
When away from work, Elkie spends her free time with her wonderful family and pets. An animal lover, Elkie’s weekends are spent walking her beagles, Brodie and Hercules, and looking after Candy Pop – the family’s pony.

**Kirsty Paul: Director of Finance**

Kirsty joined Loreburn in Nov 2020 as Head of Finance and within just five months she was given the opportunity to take up the position of Interim Director of Finance.  
  
Kirsty has 14 years of experience working in various Finance roles across different sectors including house building, commercial fleet services and the voluntary sector. Always driving innovation and improvement, she combines this commitment with a strong focus on understanding and managing financial and non-financial performance through planning and reporting. Kirsty has a keen interest in systems and reporting design to ensure efficient working and, as your typical finance bod, certainly knows her way around a spreadsheet.  
  
Balancing full-time work with a toddler and Bernese mountain dog, her schedule is helped by freshly brewed coffee and a weekly pilates class.

**Vacancy : Director of Property & Development**

**Role Profile**

**Chief Executive**

**Chief Executive Office**

|  |  |
| --- | --- |
| **Reporting to** | Convenor |
| **Salary band** | CE |

**This Role Profile will give you a broad outline of the role.**

It isn’t a ‘to-do’ or task list, but instead gives an outline of what needs to be accomplished in the role, as well as the skills and qualities you’ll need to be successful.

The salary is £90,098 – £100,556 (from 1st April 2023). Those newly appointed are expected to start at £90,098 and will increase based on experience.

**The Opportunity**

**At Loreburn we like to think big, but it’s the little things that make us special.**

You’ll be joining a GREAT team in a values-led, community-based Housing Association. As a small Association, with just over 2,500 homes, we’re not the biggest, but we do aspire to be the best at all we do and set high standards to achieve our ambition.

You’ll be home-based, surrounded by a strong remote and physical infrastructure to get you acquainted with the role and all it entails. You’ll be in touch with lots of people - whether that’s in person, on the phone or virtually and our regular company-wide catch-up days will ensure you always get to connect and network throughout the organisation. Our culture of empowerment and high performance through our shared ambition will motivate you, giving you freedom to drive your career whilst providing visible and high class leadership.

Having a trust-based, flexible working approach means you’ll be trusted to manage your workload and priorities. While you’ll have targets and responsibilities to meet, you’ll be free to work with some flexibility if it means you can bring your best self to work and consistently deliver on your objectives.

**The Job**

**The purpose of the job is…**

* To lead the Loreburn Group to achieve its strategic goals as agreed by the Board.
* To provide leadership to the organisation and all staff within the group to enable them to operate in an effective and professional manner.
* To promote the work of the group internally and externally in order to help achieve its objectives.
* To provide advice, guidance and ensure that the Board is properly advised.
* To ensure the group operates within statutory and regulatory responsibilities.

Our approach is very much ‘one team’ and so you’ll collaborate with your team, and others, to achieve positive outcomes for our customers and communities.

You’ll need the skills and resilience to deal with the occasional tough conversation with professionalism – but the rewards will more than make up for it as together we build on our work to create GREAT places to live.

**Key Dimensions**

1. **Management Committee role:** The Chief Executive is the primary link between the Loreburn Group and Committee members and is responsible for ensuring that they are kept fully informed to enable them to undertake their role effectively.
2. **Organisational Performance:** The Chief Executive is ultimately responsible for ensuring that the Loreburn Group is a high performing organisation that retains an outward focus and is able to adapt to change.
3. **People:** Leadership of the organisation and direct line management of the members of the executive team and through them responsibility for all association staff.
4. **Budget responsibility:** Overall responsibility for ensuring that the Loreburn Group has a sound financial strategy and a culture of firm budgetary control.
5. **Ambassadorial role:** The Chief Executive is a high profile role that requires a proactive approach to external stakeholders, building long term relationships and ensuring that the Loreburn Group is highly regarded by all.

**Key Responsibilities**

**Corporate Governance**

* To develop and maintain effective governance, ensuring that the Committee develops and reviews the mission, values and strategic aims of the organisation, and reviews progress against strategic aims.
* To enable the Committee to fulfil its duties by ensuring the provision of appropriate, clear and time advice.
* Maintain a governance structure which enables openness and accountability to stakeholders.
* Lead a positive AGM and relationships with shareholding members
* Through the Company Secretary, to ensure that meetings of the Committee, its Sub-Committees and other groups are properly serviced, and that Board members are properly recruited, inducted, and supported.

**Strategic & Business Planning**

* To lead the process of strategic planning, working with the Committee and staff to develop and review shared strategic goals which reflect the needs of current, expected and potential markets, Loreburn Groups customers and service users.
* To ensure that work to achieve agreed strategic aims effectively managed, monitored and reported.
* To develop new business ideas in relation to existing or potential markets for the group, including both the service content and business application of these ideas.

**Finance and Control**

* To ensure that the organisation operates within a robust control environment and risk management framework.
* Ensure the financial stability and sustainability of the Loreburn Group.
* Through staff, ensure all financial targets are met, value for money is delivered, adequate funding is in place to meet organisational requirements and that there are effective systems of financial control.
* To ensure compliance across the Loreburn group with the requirements of the law and regulatory bodies, the reasonable expectations of stakeholders, and relevant examples of best practice.

**Organisational Performance and Improvement**

* Meet the targets set by the Committee for group performance.
* Deliver customer focussed services achieving consistently high level of customer satisfaction.
* Develop a high quality performance orientated culture and systems to support this.
* Ensure the implementation of continuous improvement as part of the culture of Loreburn Group.
* Drive organisational change to ensure maximum operational efficiency of the organisation and to achieve business success while maintaining a positive employee relations.

**Leadership**

* As a role model, lead, motivate and manage staff, including taking responsibility for recruitment, induction, supervision and support, performance management, grievance and discipline, appraisal, and development of the senior team.
* Ensure positive employee engagement, high levels of motivation and good employee relationships.
* Ensure appropriate H&S systems are in place
* Ensuring HR systems are working well
* **Public Relations**
* Act as ambassador for the Loreburn Group.
* Be proactive in maintaining positive media relations.
* As the head of the group, represent the organisation on external working groups.
* Build and maintain effective relationships with external stakeholders.

**Other Responsibilities**

* Take overall responsibility for the health and safety of all Loreburn residents, service users, customers, staff and visitors.
* Undertake other responsibilities, as required by the Board, consistent with the role.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Category** | **Requirement** | **Essential or Desirable** |
| **Qualifications** | Educated to degree level or equivalent | E |
| A leadership or similar professional qualification | E |
| Chartered Membership of a relevant professional body i.e., CIH, ILM etc | D |
| **Knowledge and experience** | Significant skills/experience of working at a senior level in a related area | E |
| Experience of working with Executive Teams/Boards at a strategic and business planning level driving change, innovation, or performance. | E |
| Development of strategies and policies which achieve positive outcomes. | E |
| Proven track record of leading customer focussed, quality, value for money services to a high standard | E |
| Understanding of the context of the Scottish Social Housing Sector and the risks faced by HA’s | E |
| Proven and tested knowledge of effective risk and performance management/monitoring techniques | E |
| Demonstrable track record of having successfully and effectively delivered a customer focussed service | E |
| Track record of successful management of complex budgets and organisational finances including the ability to undertake financial planning, financial analysis, and budgetary control | E |
| ICT literate, including skills in the use of Microsoft packages including Office 365 Teams. | E |
| Proven problem solving and analytical skills | E |
| **Abilities**  **and attitude** | The skills and experience to lead, coach, empower, influence and motivate others to create a values-led high performing team. | E |
| Exceptional partnership and collaborative working skills with a track record of building effective partnerships | E |
| Ability to set, work, delegate and deliver against challenging deadlines and stretch targets and to tackle performance issue or other matters which are impacting on organisational success. | E |
| Self-motivated with strong resilience, a positive outlook, and a collaborative approach. Importantly able to demonstrate the necessary resilience and stamina to fulfil a demanding and high-profile position in a fast-paced organisation. | E |
| **Leadership & Culture** | Experience in leading innovative customer-driven services utilising feedback and learning from complaints. | E |
| Creative, with the ability to explain and drive through new ideas | E |
| Leading and implementing positive work place cultures and embedding organisational change | E |
| A proven track record in leading people and developing and helping others to be the best they can be. | E |
| **Communication** | Strong verbal and written communication, negotiation, influencing and presentational skills | E |
| Credibility with senior colleagues and board members with the ability to influence and contribute effectively. | E |
| Able to make sound judgements, give advice and be accountable for actions. | E |
| Able to create and promote a team culture including colleagues who are dispersed and/or agile working. | E |
| Strategic thinker with business development experience with an ability to communicate to the team | E |
| **Strong Commitment**  **to LHA’s Values** | Growth Mindset | E |
| Respectful |
| Exceptional Customer Experience |
| Accountable |
| Together |
| High standards of accountability, integrity to build trust and confidence across the directorate | E |
| **Practical requirements** | Ability to meet practical requirements of the post, including access to a car and flexibility and willingness to travel and attend evening meetings. | E |

**General**

Strive to meet Loreburn’s Vision and Mission:

Creating GREAT places to live.

* Ensuring customers needs at heart of business, informing actions, decisions and behaviours,
* Being proactive in developing new ideas and working policies, and being open to change.
* Striving for excellence, always seeking to improve and innovate.
* Working with integrity, openness and honest at all times.
* Taking responsibility for decision making in the interests if the business, within a supportive environment.
* Contributing to Loreburn’s overall success.
* Developing personally and helping others to be the best they can be.
* Taking a clear, personal, and appropriate approach to communications with others.
* To maintain competence in all skills and competence require to undertake role effectively.

**Our GREAT Values**

**We all have different backgrounds, strengths and experiences but one thing we share at Loreburn is our values.**  
Our values run through all that we do. They're what drives our commitment for GREAT Homes, GREAT Communities, GREAT Services and GREAT People.

|  |  |
| --- | --- |
| **Growth mindset**  We aim to be the best and continue to learn, grow and change to achieve this. |  |
| **Respect**  We care about all that we do and how we do it. |  |
| **Exceptional customer experience**  We always put our customers first, with a strong commitment to positive and proactive ways of working. |  |
| **Accountable**  We are responsible for all that we do and we're happy to learn from our successes or failures. |  |
| **Together**  We deliver our best results when we work as a team. |  |

**Think you’re a good fit?**

**Help continue our journey to become the best Housing Association in Scotland!**

**Summary of Key Terms & Conditions**

* **Salary:** £90,098 - £100,556 (from 1st April 2023)
* **Hours:** 35 hours per week
* **Pension Contributions:** Minimum 5% employee contribution and 8% employer contribution
* **Probationary Period:** 6 months
* **Homebased** with notional base of Dumfries for the purpose of travel expenses
* **Travel throughout D&G region** will be required to provide visible leadership to our customers and colleagues
* **Access to** broadband and an adequate space to work from is required of this post
* **Car Allowance -** £6,000 per annum and is paid in equal monthly instalments.

**Benefits:**

* Competitive pay and rewards
* Generous sickness benefit
* Holiday starting at 35 days rising to 40 days based on performance
* Westfield Health Plan – contributions towards a range of services such as dental, optical, therapy treatment, access to counselling & wellbeing services, high street discount codes, gym discounts etc
* Compassionate Leave up to 10 days
* Christmas discretionary leave 8 days (included within the 35 days)
* Hub, Home and Roam working model and freedom to work within our being you principles
* Flu jab
* Death in service (3x salary)
* Early Finish Friday
* Protected Learning Time
* Flexible Working
* Strong values based culture offering autonomy and empowerment to deliver within your role.

**Reports & Corporate Information -** <https://loreburn.org.uk/resource-library/>