

**We’re looking for a**

**Director of Property & Development**

**who is innovative and able to empower colleagues to deliver great outcomes to join our teamon a full-time permanent basis**

**Salary range**

**£67,010 - £78,275 (from 1st April 2023)**

Plus an annual car allowance of £922 paid monthly in equal instalments

**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 are 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 property professional to join a highly successful organisation as we begin to deliver the ambitions set out in our Asset Management Strategy. You will have experience in leading a major asset function at a senior level, ideally, in a social housing context. This role will offer you the freedom and autonomy to impact positively on service delivery whilst striving for our corporate ambition of zero-carbon and high-energy homes. This role is central to our success, so we are looking for an ambitious, talented, and inspirational individual.

The post holder will be our Passiv Haus and zero-carbon champion, so we are looking for an individual who has a strong commitment to the level of quality, techniques and skills required to develop these superbly efficient homes for our customers. There is also an expectation that the post holder will begin to shift us from a standard repairs service to one which delivers zero carbon across our whole estate by 2045. In addition to helping us to make that shift, the post holder will also be responsible for ensuring value for money and efficiency across all property services. As you will see from our ambitions the role requires an inspirational leader who can provide direction to all colleagues within the directorate and line management of the repairs, voids management, planned and cyclical services and our development programme. 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 a fast pace culture, however, we know we need to be able to juggle priorities and change direction at short notice when required. If you thrive in that environment, you may be the right person to lead our property teams 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 may 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 may want to read our role profile and persona 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 predominantly 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:

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| Flexible working | 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 |

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**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 are all different at Loreburn we embrace the morning people and the night owls. 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**

**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!

**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.

Loreburn has just over 100 employees - 107FTE. The Executive Team is illustrated below comprising the CEO and four Directors.



The Property & Development Directorate includes our repairs service, development and Asset management functions and has 45 staff in total. The Director of Property & Development has four direct reports and the structure is illustrated below.



**EXECUTIVE SUMMARY: Asset Management Strategy**

Loreburn’s 2020-2025 Corporate Plan was developed in collaboration with customers, colleagues and partners and it sets out clear commitments in terms of investment, improvement, and appraisal of our homes. The number one priority for customers is the quality of the homes, so our commitment is to maintain a high-quality portfolio of properties with a quality repairs service. To achieve that aim we are committed to building/acquiring new homes, maintaining our current stock, and disposing of lower-quality inefficient, properties as necessary to build on our reputation as an award-winning housing provider.

Loreburn Housing Association’s Asset Management Strategy 2021-2024 is a critical business tool to align our property assets with business needs. The document is directly linked to the Corporate Plan and supported by the 30-year Business Plan it highlights the strategic thread through these plans and helps us deliver measurable outcomes for our customers. Everything we do in terms of asset investment must be linked to achieving the best possible results for our customers. As we are a property business and we must understand the performance of our assets and our strategy is aligned to the Asset Management Cycle of developing, maintaining, disposal/demolition or redevelop. Loreburn is committed to an exceptional customer experience across the business including Asset Management. As well as building new homes we must consider how we maintain and improve our current stock to ensure that meets the needs of current and future customers. We also must consider the external landscape and environment and how we shape places that maximise the benefits of outside space whilst limiting the costs to the customers of maintaining it. A good home should contribute to a customer’s quality of life and the external environment can play a key role.

Our Asset Management Strategy focuses on the goals of the Corporate Plan, by recognising where we want to be as an organisation, what we aim to achieve and helps us to shape an asset base that contributes to achieving our goals. Asset Management is no longer about simply looking at building components and bringing all homes up to standard it is now about making viability decisions on which homes will be sensible to retain and invest in. Much has changed in recent years and this new Asset Management Strategy reflects the challenges including customer affordability issues arising from welfare reforms, demographic changes, increasing customer expectations and the need to create a more sustainable asset base against a background of rising energy prices and costs. There is also a challenge to balance the development of new homes with maintaining and investing in current stock as both make demands in terms of financial resources.

Effective asset management will help us to shape homes that can meet the needs and standards for the future, with sustainability a key theme throughout the strategy. Sustainability goes further than just environmental and energy performance standards it requires us to ensure our decisions are focussed on future standards too. The Asset Management Strategy spans three years but will be formally reviewed annually to reflect new legislation, learning and customer feedback. Monitoring of the strategy will be through the Asset Management Action Plan which will also be reviewed annually to ensure that it reflects and meets Loreburn’s Corporate Objectives.

**Role Profile**

**Director of Property & Development**

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| **Reporting to** | Chief Executive |
| **Salary band** | L |

**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 £67,010 - £78,275 (from 1st April 2023). Those newly appointed are expected to start at £67,010 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 2,700 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 feel part of Loreburn.

Our culture of high performance and shared ambition will motivate you, giving you freedom to drive your career and develop your role and experience.

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 post is responsible to the Chief Executive with responsibility for Asset Management, Investment and Sustainability, Development, and the In-House Repairs Service.** Reporting to the Chief Executive and as a member of the Executive Team, the post holder will lead on our recently approved Asset Management Strategy. As an active member of the Executive Team, the Director of Property and Development will be responsible for a range of initiatives and services that safeguard our stock and maximise results by providing strategic direction and focus for asset management, repairs, and development services. It is an exciting, rewarding, and challenging role as the key outcome will be to help Loreburn to achieve a strengthened asset base for the future.

An innovative housing association with strong values, Loreburn commits to Creating Great Places to Live with a strong pledge to affordability in use for our homes. A key element of this role will be to act as our Passiv Haus and zero-carbon champion, with a strong commitment to the level of quality, techniques and skills required to develop these superbly efficient homes for our customers. New homes will be built to Passiv Haus standards where possible, and all homes will achieve high levels of energy efficiency.

Another element will be helping us to shift our repairs service from a standard repairs service to one which is cost-effective and able to deliver zero carbon by 2045. A strong commitment to that step change is important.

The final element is the investment in current stock and as an experienced senior leader, operating at a strategic level, the Director of Property and Development will bring passion, commitment, and leadership to help us meet our strategic ambition to make our current homes as attractive as newly developed homes.

As well as bringing new thinking to those three key components, asset management, development and repairs, the Director will bring considerable experience, knowledge, energy, and passion to make a valued contribution to the vision and strategic direction of the Property and Development Directorate helping us to drive our Asset Management Strategy and embed a culture of making the right decisions for our homes.

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.

There’ll be opportunities for you to develop your skills and knowledge base and for you to progress your career – if that’s what you want.

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.

**Your capabilities and character**

**We value adaptability and a positive attitude (adapt to suit role). You’ll be right for this role if you…**

* Demonstrate how you make a valued contribution to the Executive Management Team and the development and delivery of our values, and the objectives of the Corporate Plan and the Asset Management Strategy.
* Show how all relevant legislation and best practice is being adhered across the directorate including H&S requirements.
* Demonstrate progress and successful delivery against the Asset Management Strategy.
* Evidence effective financial management control of budgets and projects and how high standards of performance, including compliance with standing orders, financial regs and procedures are being achieved.
* Show how you are delivering creative, innovative leadership, coaching and direction to all colleagues within the directorate.
* Evidence a commitment across the directorate to an exceptional customer experience, promoting the engagement of customer in shaping services and embracing customer feedback to drive improvements. Demonstrating a culture of continuous improvement and cost-effectiveness across the directorate and how customer feedback has been utilised to make changes.
* Show how you have role modelled effective cross-team collaboration to deliver on key projects, services, and corporate commitments.
* Evidence a range of initiatives and services to safeguard our stock, maximise results by providing strategic direction and focus for the asset management, repairs, and development services including an improved commitment and understanding of the pledge to affordability in use across the directorate.
* Demonstrate how you are recognized as a strong champion for Passiv Haus and zero-carbon with the level of quality, techniques and skills becoming evident to help us develop these superbly efficient homes for our customers.
* Show how you are shifting our repairs service from a standard repairs service to one which is cost-effective with a strong commitment to a step change to deliver zero carbon by 2045.
* Demonstrate what steps have, or are, being taken to make our current homes as attractive as newly developed homes.
* Show that you are recognised and valued for the experience, knowledge, energy, and passion you contribute to the organisation.

**Person Specification**

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| **Category** | **Requirement**  | **Essential or Desirable** |
| **Qualifications** | Educated to degree level or equivalent  | E |
| A leadership or similar professional qualification  | D |
| A qualification or demonstrable working knowledge of CDM regulations, Health & Safety legislation, and NEBOSH Construction | D |
| Membership of a relevant professional body i.e., RICS, CIOB  | D |
| Project Management qualification or equivalent | 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 goals. | E |
| Proven track record of delivering customer focussed, quality, value for money property services to a high standard | E |
| A commitment and understanding of the design, technology, and development of Passiv Haus Buildings (or a willingness to address the gap in a short timeframe). | E |
| Understanding of the context of the Scottish Social Housing Sector and the risks faced by HA’s including stock investment.  | D |
| Excellent knowledge of statutory and regulatory requirements as they apply to Asset Management, Development, Repairs, CDM, Zero Carbon, and Health and Safety. An understanding of Scottish Housing Regulation, EU Procurement, Health & Safety legislation, landlord and tenant legislation  | 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 implementing a performance culture, as well as cultural and organisational change | 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 |
| **Service Development** | Experience in developing and managing new and innovative customer-driven services utilising feedback and learning from complaints.  | D |
| Creative, with the ability to explain and drive through new ideas | D |
| **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 |

**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.

|  |  |
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| **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. | A picture containing text, clipart  Description automatically generated |
| **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:** £67,010 - £78,275 (from 1st April 2023)
* **Hours:** 35 hours per week
* **Pension Contributions:**  8% employer contribution and min 5% for employee
* **Probationary Period:** 6 months
* **Homebased** with notional base of Dumfries for the purpose of travel expenses
* **Travel** throughout D&G region will be required on a regular basis
* **Car Allowance** of £922 per annum paid in 12 monthly installments
* **Access to** broadband and an adequate space to work from is required of this post

**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
* Flexible working
* Flu jab
* Death in service (3x salary)
* Early Finish Friday
* Protected Learning Time
* Strong values based culture offering autonomy and empowerment to deliver within your role.

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