



Director of Assets

Recruitment Pack



What's Inside

Welcome	3
About Cloch	4
Our Vision and Values.....	5
People Benefits.....	6
Role Details.....	7
Job Description	8-11
Person Specification	12-14
Declarations.....	15
How to Apply	16



Welcome

Dear Candidate,



Thank you for your interest in the role of Director of Assets. I really appreciate your time and hope that the information within the pack gives you a feel for what it is like to be part of the Cloch Team.

I know work is a big part of people's lives and I feel very privileged to be working for a great company, where staff feel passionate about what they do, in an environment that has a shared vision and values and where people are at the forefront of our ambitions and services.

Ahead of applying for the role, if you would like to find out more about Cloch in terms of our people, Board members, homes, services, customers, and our future plans, please email Shonaid at smusgrove@clochhousing.org.uk and she will arrange a suitable time for a confidential chat with me – you would be more than welcome to come to the office for this.

This role is a key position within Cloch, being part of the Leadership Team and we are looking for someone who will provide strategic direction and operational management to a team of eight colleagues. The successful candidate should be able to lead by example, provide clear and open communication, whilst fostering a positive work environment where staff will thrive.

The position has overall responsibility for delivering property and asset management services including reactive maintenance, voids, emergency repairs services, planned and cyclical work programmes, compliance with standards including energy efficiency, tenant resident health and safety and factoring services.

A key objective of the role is to deliver high quality service to our tenants and customers, ensuring that our assets are maintained and improved to meet standards and ensure legislation and regulatory compliance. Part of the role also involves providing concise and meaningful reports to our Board, as well as appropriate support and guidance to inform robust decision making relating to Property Asset Management activities.

If, after reading the job advert and details, you are excited about the possibility of fulfilling this role then I would encourage you to apply.

Alana Durnin
Chief Executive Officer

About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2023, the Association celebrated its 55th year in operation and today we own over 1480 units across the local area. We provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do. When benchmarking our performance against our peer group within the sector, we are proud to acknowledge we are a high performing Housing Association.

A strategic priority for Cloch is to invest in and increase the number of properties we have by buying from the local housing market. Over the next two years our capital planned maintenance programme reflects £3.75 million of investment and over the 6-year period this increases to £12 million. We are also focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have been able to invest in mental health and wellbeing support services for our customers across Inverclyde following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation. Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce, with a third of our staff now having enhanced career paths / promotion within Cloch.



Our Vision and Values



Vision:

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

Values:

Be Positive in attitude.

Be Better and always look to improve everything you do.

Be Kind to yourself, to others and in your approach to our services.

Be Responsible for yourself, your customers, and your community.

People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Sessions
- Health and Wellbeing Initiatives
- Staff involvement in developing the organisation
- Health Cash Plan
- Counselling Service
- Professional Membership Fees
- Paws Policy (Bring Your Dog to Work)
- Volunteering Days
- Lunch and Learns

Our Property & Assets Team



Role Details

Director of Assets

Salary: £68,910 to £72,133 (Grade 9)

Contract: Permanent

Hours: 35 hours per week

Reporting To: Chief Executive Officer

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model.
- Our flexible working hours are 8.30am – 5.30pm Monday to Wednesday. 8.30am – 6.30pm Thursday and 8.30am to 4.30pm on Friday. We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 29 annual leave days and 11 public holiday days.
- All external appointments are subject to a six-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.



Job Description

Job Details			
Job Title:	Director of Assets	Report to:	Chief Executive Officer
Department & Teams:	Property & Assets Team and the Senior Leadership Team	Date Created:	October 2024
Grade:	9	Last Review Date:	October 2024
Points:	12 – 14	Salary:	£68,910 - £72,133
Staff Resources:	Strategic Leadership of a team of 8 employees	Hours:	35 hours per week
Role Summary and Purpose			
<p>It is our vision at Cloch to deliver services which exceed expectations. The Director of Assets will be an inspirational leader, providing strategic direction and operational management to a team delivering a high quality and customer focussed service that maintains our homes to the highest level.</p> <p>We are therefore looking for a new Director who shares our vision & values and will use them to guide the way they work on a daily basis. As part of the Senior Leadership Team, you will contribute directly to the Association's key strategic objectives ensuring that the organisation has robust asset and compliance data to make evidence-based decisions on its property portfolio.</p> <p>The postholder will also lead on the procurement of asset management contracts and services, engaging customers in processes and gathering satisfaction feedback to support reviews and service improvements. This feeds into our future Asset Management Strategy and growth aspirations, ensuring the provision of high-quality energy efficient buildings and communal spaces.</p> <p>Your Role: Take specific responsibility for the leadership of a highly motivated Property and Assets Team, lead on our Asset Management Strategy and ensure our asset management services, including planned, day to day repairs & voids services provide value for money and excellent customer satisfaction. Also ensuring compliance with all legislative, regulatory and Tenants & Residents Health and Safety Compliance requirements.</p> <p>Lead on our ambitious 6-year capital investment programme, planned cyclical work programmes and also contract procurement and management.</p>			

Your Main Responsibilities:

Provide the CEO and the governing Boards & Sub Committees with advice and guidance in respect of Development, Asset Management and Property Services to ensure that Cloch Housing Association's investment in new and existing property assets are maintained and enhanced to protect and maximise the assets.

An awareness of the Scottish Government newbuild development and property acquisition process to assist in any potential future growth of the housing stock and the ability to complete grant funding application bids where relevant. (e.g. medical adaptation funding, grant funding for newbuild and acquisition).

As a member of the Senior Leadership 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 Senior Leadership Team ensures that the Association's strategic objectives and priorities are achieved, values upheld, and resources effectively managed to achieve long-term sustainable performance.

Responsible for leading and chairing the association's Health and Safety Group and Health and Safety Policy implementation across all teams within the association and reporting to the CEO and Board as appropriate.

Take specific responsibility for the leadership of the staff teams, strategy, business planning and service delivery in the following areas:

- ✓ Responsive repairs, major works and planned cyclical works.
- ✓ Deliver a customer focussed repairs and maintenance service to ensure that key targets are achieved, that the repair's 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, which is fit for purpose, flexible to an ever-changing environment, and supports the Association's objectives.
- ✓ Develop, lead, and deliver a programme of any future new build developments.
- ✓ Lead and develop the Factoring Service 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 tenants, customers, and our stock that enhances the reputation of Cloch Housing Association.
- ✓ 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.
- ✓ 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.
- ✓ Promote the highest standards of integrity and conduct of the affairs of the Association in accordance with the practices, policies and procedures adopted by Cloch 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.

Executive Leadership Team

- Be an effective member of the Senior Leadership Team, working collaboratively with the CEO, Board, and colleagues on all matters of Corporate Strategy to ensure Cloch is a sustainable, ambitious, dynamic and successful organisation.
- Contribute to the growth of the Association's business and its positive image.
- Develop, lead, manage and resource the property and assets service to deliver the strategic objectives and priorities as detailed within the Business Plan and Asset Management Strategy.
- Develop partnerships, collaborating with key stakeholders to ensure the effective co-ordination and delivery of services with other organisations, agencies and partners.

Strategic Management of Assets

- Ensure compliance with all appropriate legislative, regulatory and performance standards, requirements and guidance, including the Scottish Social Housing Charter (SSHC), Scottish Housing Quality Standard (SHQS), the Energy Efficiency Standards for Social Housing (ESSH) and Social Housing Net Zero Standards (SHNZS). To monitor future changes to such standards and ensure the Property and Assets Team is prepared to meet future compliance and legislative requirements.

Performance Management

- Development and implement the Performance Framework to drive continuous improvement in collaboration with the Senior Leadership Team.
- Embed a performance culture, utilising system driven performance data across the range of key performance indicators, with a particular focus on customer excellence and responding to business-critical needs and promoting individual accountability for business results.
- Prepare and deliver quality reports for the Chief Executive, Senior Leadership Team, Board and Sub-Committees on all areas of service.
- Review expenditure on performance against budget on all areas of the service.
- Ensure Value for Money Strategy aims and objectives are at the forefront of all business decisions.
- Review and contribute to the Association's Risk Planning Strategy.

Continuous Improvement

- Strategic responsibility for business improvement across Cloch including service review and redesign with customers, process mapping to improve the customer experience and focus resources on driving up value for customers.

- Assess and appraise solutions and new initiatives to resolve issues, reduce risk, improve services, take advantage of opportunities and develop the organisation to be the best it can be.
- With the other Senior Leadership Team members coordinate the Annual Return on the Charter and report to tenants.

People Management

- Responsibility for recruitment of new staff and ensuring that the team have the skills to achieve the right solutions and are empowered to take decisions to meet business requirements.
- Ensure all people are led, managed, supported and developed to provide the best possible service for tenants and customers.
- Be an effective role model for the team and provide guidance in all aspects of the services delivered.
- Carry out regular team and one to one meetings, including appraisals to monitor and review the performance of the Property and Assets Team.
- Ensure staff are supported through learning and development and completion of training plans, also providing mentorship and coaching.
- Ensure key behaviours are instilled, encouraged and developed.
- Where necessary, provide strong and decisive management in terms of managing performance issues through the provision of support, identifiable and agreed outcomes and taking the necessary steps to improve performance in line with Cloch's HR policies.
- Regularly review and update the Association's succession plans to reflect any changes within the organisation.

Other

- Ensure all information, reports and statistics are recorded, processed, or produced in line with: GDPR, Cloch's policy and procedures and any regulatory requirements, within agreed timescales.
- Demonstrate flexibility and a willingness to respond to the dynamic and changing needs of the organisation.
- Participation in promotional, marketing and community events relating to Cloch's work, acting as an ambassador for the organisation.
- Attend out of normal workings hours as required re: call outs in relation to emergency situations, meetings in the evening or weekend associated with your role and relating to Cloch's work.
- Provide cover for the CEO and other Directors when required.
- Any other duties as may be reasonably requested by the CEO or the Board.

Person Specification



Director of Assets

Education & Qualifications	Essential	Desirable
Professional, Technical or other Construction related qualification	✓	
Membership of a professional organisation such as RICS, CIOB or CABE.	✓	
Driving Licence.		✓
Experience & Knowledge		
Recent experience at senior level of developing, leading and delivering a Comprehensive asset management or maintenance service and strategy.	✓	
Experience working with Tenants and Residents Health and Safety Compliance legislation.		✓
Experience working with Microsoft applications, such as Word, Excel spreadsheets, and PowerPoint applications.	✓	
Minimum of 5 years senior managerial experience.	✓	
Experience of policy and procedural development within the delivery of asset management and property management services.	✓	
Experience in delivering 5-year investment programme and 30- year life cycle programmes.	✓	
Procuring of contracts and managing contract administrators in accordance with legislative and association policies.	✓	
Significant experience of writing and presenting reports and strategic	✓	

documents to a Board/Committee.		
Experience of being part of a Management or Senior Leadership Team	✓	
Proven record delivering a high quality and response asset management services	✓	
Establishing successful partnership/working with other like-minded Associations to meet Business Plan objectives.		✓
Experience within the asset management/housing sector.		✓
Experience with asset management software systems and continuous improvement planning.		✓
Track record of finding and delivering innovative solutions to challenging problems.	✓	
Experience of briefing and appointing consultants and contractors, contract management and supervision.	✓	
Experience of financial budget/resource preparation, management, control and monitoring.	✓	

Skills & Qualities		
Customer centred approach, flexible, confident and assertive manner.	✓	
Excellent presentation and communication skills.	✓	
Good interpersonal and team working skills and a creative problem solver.	✓	
Ability to manage and motivate a team to achieve organisational objectives within an ever changing and evolving department.	✓	
Highly motivated and a personality that fits the Association's drive for continuous improvement and a people's person.	✓	
Ability to analyse complex information and make informed financial and strategic judgements.	✓	
Customer centred approach with a flexible, confident and assertive manner.	✓	

Ability to plan and prioritise work to meet personal targets and organisational goals.	✓	
Ability to manage a diverse workload and demonstrate good time management to meet challenging deadlines.	✓	
Proven leadership skills and the ability to deliver outstanding service to customers and communities.	✓	
Flexible in approach to work and be innovative and creative.	✓	
Excellent computer literacy and numeracy skills (particularly in use of spreadsheets to analyse data)	✓	

Other		
Excellent knowledge of building, construction and housing regulations, legislation and current best practice.		✓
Experience of Net Zero and retrofit Strategies for buildings.	✓	
Scottish Housing Regulator's regulatory framework and Scottish Housing Charter requirements.	✓	
Knowledge of and experience in procuring, planning, implementing and monitoring assets & property services.	✓	
Good knowledge of wider role and regeneration opportunities.		✓

Declarations

Disclosure

When completing your covering letter and CV, please confirm that you agree to Cloch Housing Association carrying out the relevant level of disclosure checks for this post should it be necessary.

False Information

- (a) To the best of my knowledge the information given in my covering letter and CV are correct and complete.
- (b) I understand that the provision of false information could result in disciplinary account, which could lead to dismissal.

The next page will tell you how to apply for this role. Please note that your supporting letter will be treated as a statutory declaration. It is therefore important that this is signed and dated accordingly.

How to Apply

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to: -

recruitment@clochhousing.org.uk

The closing date for applications is **Wednesday 23rd of October at 5pm.** Following this, shortlisted candidates will be contacted and invited to attend a face-to-face interview with the panel consisting of the CEO, Board Member, and Head of People & Culture.

It is anticipated that interviews for the role will be held on 30th of October 2024.

Thank you and good luck with your application.

Cloch Housing Association

01475 783 637

19 Bogle Street, Greenock PA15 1ER

www.clochhousing.org.uk

