



CLYDE VALLEY  
GROUP

# Director of Property & Development

Candidate Information Pack November 2024

LHH





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# Welcome from **Carron Garmory, Chief Executive**

I am delighted you are interested to find out more about this amazing opportunity to join us at Clyde Valley Group (CVG) as our Director of Property & Development.

I joined CVG in March 2018 as Director of Finance & Corporate Services and was appointed as CEO in August 2023 and I can honestly say that in joining us you will feel so welcomed by the team. We are an organisation that is people centred with a caring culture where people want to do the best they can for our customers and their colleagues. It's a privilege to work for CVG and work with the Board and colleagues across the organisation to make a difference to the lives of our customers.

I believe that our social purpose can and will sit together comfortably with smart commercial thinking. We want to ensure the highest levels of probity across the Property directorate including maintaining and continuing to improve our customers' homes and neighbourhoods in a sustainable way.

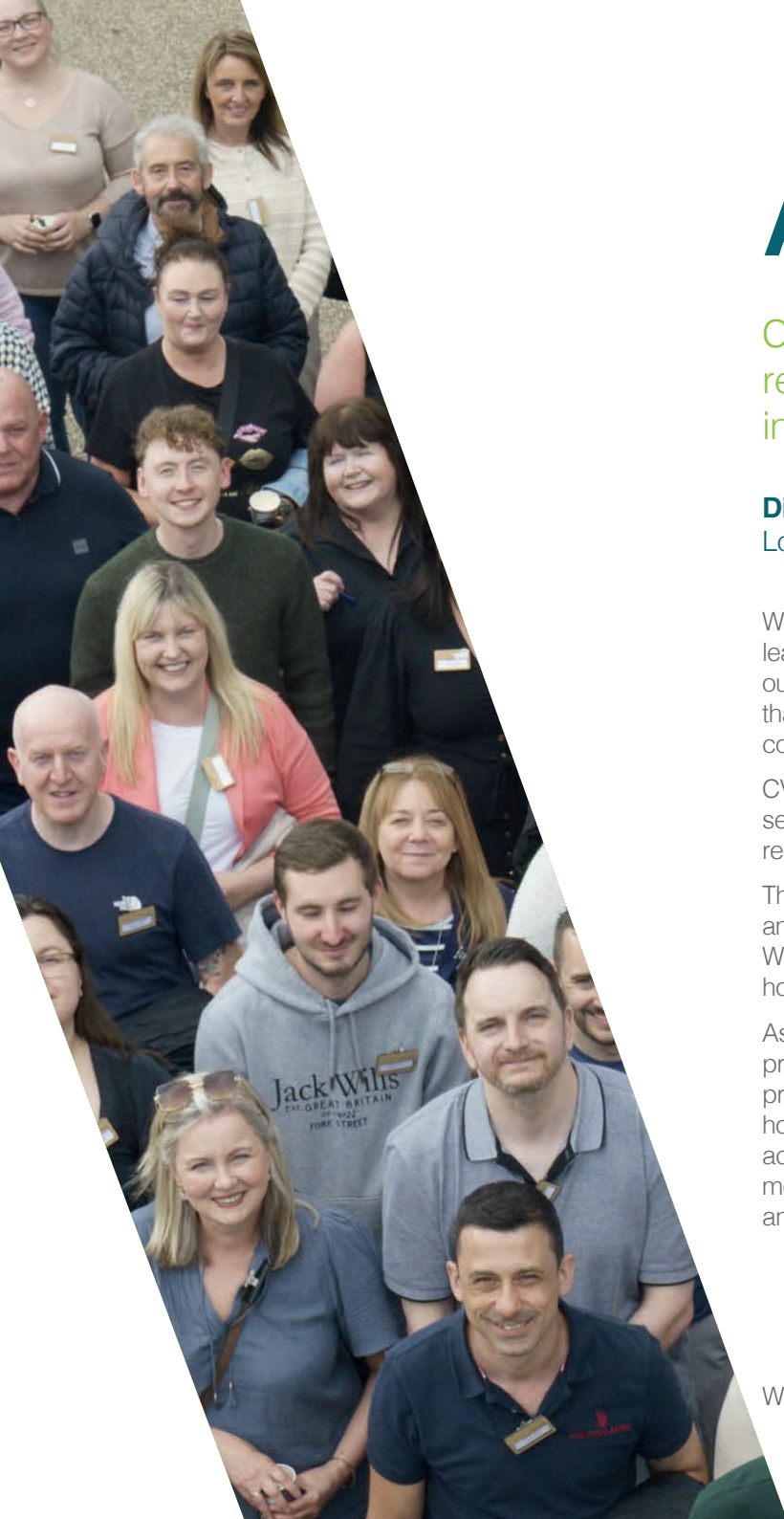
We are currently developing our Corporate Strategy beyond 2025 with a focus on people and place alongside strong organisational governance and sustainability. You can be part of this exciting journey with us.

CVG wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers. We encourage and support professional development across the organisation and have a positive attitude to growing our people.

I am looking for a leader who is positive in their approach and thinking, who prefers to seek solutions, and who believes in a collaborative, inclusive and supportive working environment across the organisation. A leader who brings positivity, ambition and can share in our culture of wellbeing and fun coupled with high standards and productivity. A leader who, as part of our Executive Team believes in our vision and values and provides challenge to the status quo. If this sounds like you, then I would really welcome your application and look forward to exploring this further with you.

**Carron Garmory,**  
Chief Executive





# Advertisement

Clyde Valley Group (CVG) is a thriving social business and registered charity recognised for partnership approaches and innovation in meeting community needs.

## Director of Property & Development

Location: Motherwell / hybrid. Salary: £91,460 – £94,680

We are seeking a Director of Property & Development to lead a committed and passionate Directorate delivering our vision of providing high quality homes and services that make a difference to peoples' lives and to their communities.

CVG has a track record of delivering high-quality housing services for a diverse range of customers and we are regulated by the Scottish Housing Regulator (SHR).

The Group owns and manages just under 5,000 homes and provides services to over 3,000 factored homeowners. We are a highly successful developer of new affordable housing.

As a member of the Executive team, you will oversee and provide strategic leadership and management of CVG's property assets and lead on the strategy for new build homes. You will lead and manage a team of professionals across multiple disciplines, ensuring that each project meets the highest standards of quality, compliance, and sustainability.

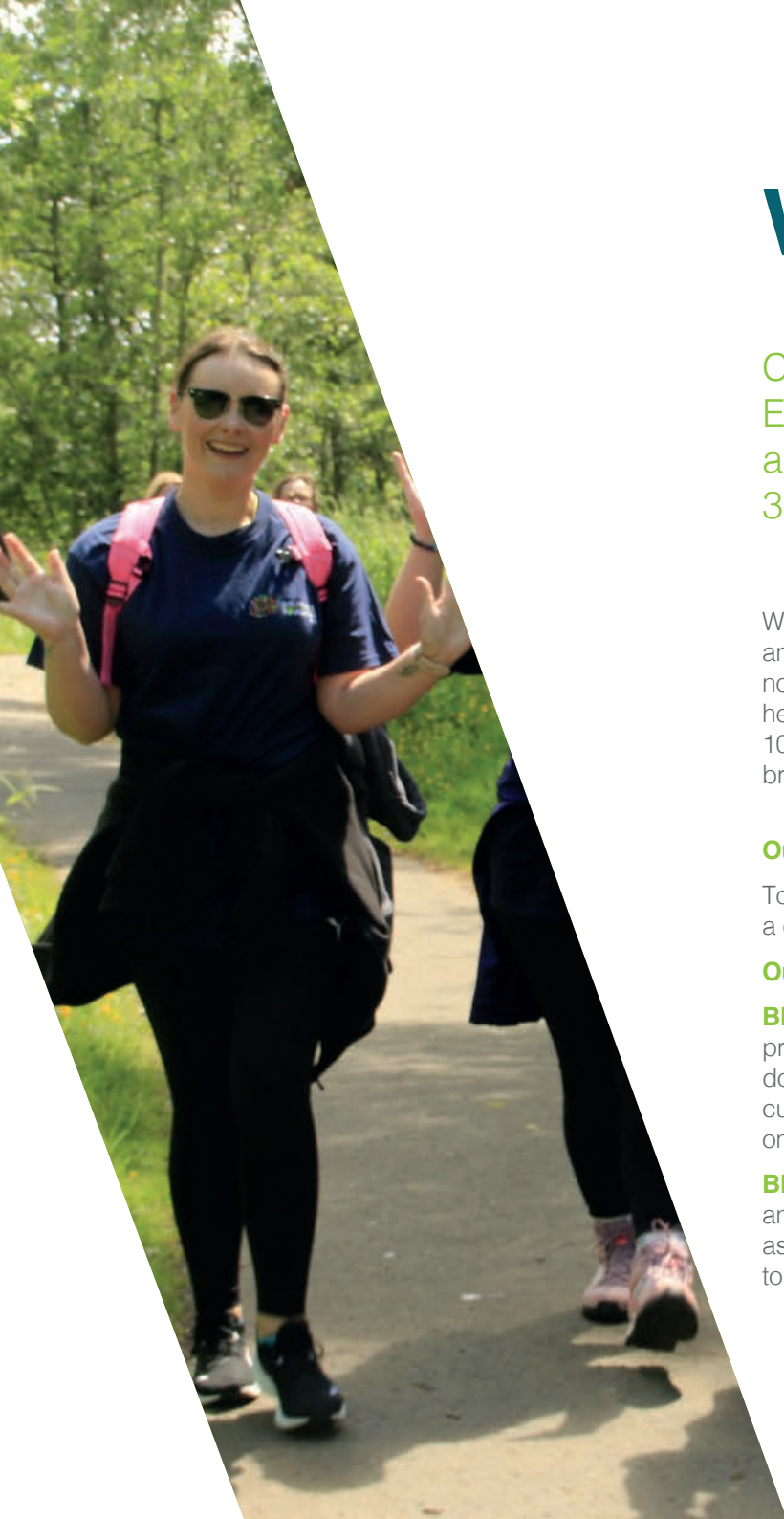
Whilst we continue to grow, we want to achieve the right

balance of investing in new and existing homes and services with offering our customers great value for money at a price they can afford.

We seek an inspirational leader who can drive and promote a culture of wellbeing, caring and productivity, working alongside the wider Leadership Team, to develop and deliver a corporate strategy that supports our Group's vision, values and objectives. You will possess excellent interpersonal, influencing and stakeholder management skills, and you won't be afraid to challenge the status quo. If that sounds like you, we would love to hear from you.

Applications in the form of a tailored CV and covering letter, highlighting your skills and experience pertinent to the role, should arrive no later than midnight **Wednesday 11 December 2024** to [ScotlandExecutive@LHH.com](mailto:ScotlandExecutive@LHH.com)

For a confidential, informal discussion about the role, or to request a Candidate Information Pack, please contact LHH directly on **+44 (0)141 220 6460** or email the aforementioned address.



# Who We Are

CVHA is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire. Our Group continues to grow, and we currently own and manage just under 5,000 homes and provides services to over 3,000 factored homeowners.

We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities through helping to meet housing needs and employing around 100 people. By 2025, our team will be providing a brilliant customer experience to at least 8700 customers.

## Our Vision

To provide high quality homes and services that make a difference to people's lives and their communities

## Our Values

**BE** all about the customer - Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.

**BE** ambitious - CVG and our people continue to grow and we'll always be ready for any opportunity as long as it benefits our customers. We'll support customers to realise their ambitions too.

**BE** driven by excellence - Our CVG team is relentless about doing better for customer, learning and focussed on improving performance, doing more for customers and reducing customer effort.

**BE** caring - Most importantly we're people centred, will listen and support customers and each other. We care about getting it right for customers

**"Together we make the difference"** - Great teamwork matters and we'll work together in enjoying what we do and making life easier for the customer.

To view our corporate strategies and supporting case studies click [here](#)



# The Role

Deliver regulatory and legislative compliance and high performance across areas of accountability.

## Job Purpose

- As a member of the Executive Team, drive, lead and sustain a culture and develop corporate strategy and growth that supports our Group's vision, values and objectives.
- Lead in the implementation of CVG's strategic objectives, achieving excellent performance, effective partnership working and a brilliant customer experience across the directorate.
- Overall responsibility for Clyde Valley Group's property assets and their effective strategic management.
- To ensure the highest levels of probity across the directorate including landlord health and safety and compliance, maintaining and continuing to improve our customers' homes and neighbourhoods in a sustainable way.
- Lead on the strategy for new build homes working closely with the Executive Team in respect of funding and delivering this strategy aligned to our overall corporate objectives.
- Lead by example and demonstrate a leadership style that aligns with the vision, values and culture of Clyde Valley to the directorate and the wider Clyde Valley Group.
- As a member of the Executive Team, drive, lead and promote a culture of wellbeing caring and productivity.
- Alongside the wider Leadership Team, develop and deliver corporate strategy that supports our Group's visions, values and objectives."

## Main Duties & Responsibilities

### Corporate Responsibilities

- To promote and live CVG's values at all times.
  - Create a culture of innovation, collaboration and continuous improvement, with teams working across traditional boundaries to achieve stronger outcomes and standards.
  - Develop strategic partnerships, negotiate and develop good relationships with the organisation's stakeholders and act as an ambassador and role model for Clyde Valley.
  - Direct, develop and promote partnership working across the organisation and with external stakeholders to ensure that the goals of the organisation and its business plan are met.
  - Work closely with and reporting to our Parent and Subsidiary Boards, providing assurance and strong governance in all property related activities.
  - Identify, control, mitigate and manage strategic and operational risks.
  - Deliver regulatory and legislative compliance and high performance across areas of accountability.
  - Ensure data integrity and achievement of targets against key performance indicators
  - Work with the Executive Team to support our Parent and Subsidiary Boards in determining and contributing to the Group's Corporate Strategy and delivery.
  - Develop, review and implement the Directorate's strategies and policies.
- Lead and ensure probity across Landlord Health & Safety compliance for the Clyde Valley Group.
  - Establish close working relationships with all stakeholders including contractors and key statutory partners to ensure that CVHA is the primary RSL delivery partner in North and South Lanarkshire Council areas.
  - Represent CVHA on the Board of Scottish Procurement Alliance.
  - To actively participate in the development, management and implementation of corporate tasks and activities, including but not limited to the following:
    - Risk Management
    - Governance
    - Performance Management
    - Internal & External Audit Compliance
    - Business Continuity and Disaster Recovery
    - Regulatory Compliance
    - Health & Safety
    - Employee Engagement and Wellbeing

# The Role

## Lead on the development and delivery of Clyde Valley Group's sustainable Asset Management Strategy.

### New Build Development

- Lead the development of our New Build strategy for our supply of new homes across a range of tenures and mixed use.
- Deliver on the new build programme arising from the strategy including procurement, acquisitions, financial appraisals and clear monitoring and reporting to colleagues and Board.
- Work closely with the Executive Team members to identify, secure and manage requirements for private finance and security for new build supply and comply with lenders' covenants and regulatory requirements.
- Pro-actively seek and evaluate land and development opportunities, sustaining a development pipeline aligned to the strategy including new commercial development and partnership opportunities that strengthens the financial and social performance of our homes.
- Work closely with housing teams to ensure high quality homes are developed that meet the needs of current and future customers and to ensure timely site handovers and minimise defects.
- Identify and prepare Business Cases for capital projects for Subsidiary Board.

### Asset Management and Repair Services

- Champion the effective use of modern and low carbon methods of construction, and digital technology to deliver high quality, sustainable homes, with particular emphasis on energy efficiency and future maintenance costs.
- Lead on the development and delivery of Clyde Valley Group's sustainable Asset Management Strategy.

- Continue to innovate in a measured risk- appropriate way to enhance our customer experience and stock
- Lead and direct on planning, procuring and ensuring effective delivery of our Asset Management Strategy including:
  - Budget setting, control and delivery of all property investment for major planned works, cyclical and reactive maintenance frameworks and other contracts
  - Stock condition, valuations and strategic investment planning
  - Compliance with relevant legal and regulatory standards e.g. EESSH
  - Achieve excellent customer service quality, communication, engagement and use of customer feedback, seeking to continuously learn, improve and deliver value for money for all contracts.
  - Ensure that CVG can respond to changing Scottish Government requirements to meet increased standards.
  - Ensure effective procurement aligned to internal policies and procedures, monitoring and compliance for all relevant contracts up to and including OJEU, maximising community benefits and identifying and securing external funding.

### Compliance

- Maintain an evidence based assurance framework on all property directorate activity.
- Ensure compliance with and report on all landlord Health & Safety.
- Strategic lead on development and improvement of data collection, systems, reporting and insight for assets.
- Ensure adherence to policy and procedure across the directorate.

### People

- Work with the wider Leadership Team to provide effective and motivational leadership, within a culture that coaches and engages people to make the most of their skills and talents.
- Lead the directorate to ensure excellent service delivery and provide support to help and develop them to achieve their potential, through an open, honest and coaching culture.
- Motivate, manage and equip people with appropriate support and resources to carry out their day-to-day work and ensure compliance at all times with health & safety and other relevant legislation.
- Operate an effective system for monitoring individual and departmental performance and deal quickly and appropriately with conflict, poor behaviour and performance.
- Implement performance management and review systems, in a way that enables people to celebrate their personal successes, set challenging goals and support their personal development for the benefit of the business.

### Communication and Relationships

- Collaborate at the highest level with other Directors to ensure delivery of the overall strategic objectives.
- Deliver an excellent service to internal customers.
- Lead, develop and maintain a positive relationship with external contractors and key stakeholders to ensure their effective performance.
- Attend external meetings representing CVG and promote the organisation.





# Person Specification

Significant senior level track record in procuring and delivering a programme of new homes including land led development.

## Qualifications

- Degree in relevant field or equivalent experience
- Member of RICS, CIOB or other relevant professional body
- Project management qualification or equivalent experience

## Experience

### Essential

- Experience in managing and controlling large capital projects, significant property assets, lifecycle costings and capital and revenue budgets
- Significant senior level track record in procuring and delivering a programme of new homes including land led development
- Working with Boards and Committees
- Developing strategies, policies, monitoring and achieving them
- Ability to carry out and interpret development appraisals and other financial modelling
- Experience in identifying and developing new business opportunities and securing private finance and Housing Association Grants
- Budget and business plan preparation, implementation and monitoring
- Evidence of continuous improvement in performance results and delivery of customer excellence

- Delivery of effective customer engagement and feedback and acting on the results
- Track record in senior level leadership and development of people to enable them to realise their potential

### Desirable

- Experience of working for an RSL and/or in partnership with RSLs in relevant areas of operation – new build supply, asset management, repairs, regeneration
- Leading effective positive change in a growing organisation
- ISO9000 quality standard/equivalent quality assurance
- Experience and knowledge of housing management and asset management software/systems

## Knowledge/ Understanding

### Essential

- Working knowledge of relevant contract legislation, procurement and management and up to and including OJEU
- Working knowledge of the risks for relevant areas of operation and successful management and mitigation
- Asset planning and directing investment through major works programmes, cyclical, planned and reactive maintenance

- Energy efficiency and sustainability requirements in future proofing existing housing stock and designing homes for the future
- Working knowledge of health and safety legislation and regulations

### Desirable

- Knowledge of the Scottish Housing Regulator's relevant requirements in respect of performance, data and best practice guidance
- Knowledge of Strategic Housing Investment Planning and the external funding environment

# Person Specification

Significant senior level track record in procuring and delivering a programme of new homes including land led development.

## Skills

- Excellent leadership skills and customer focus, ability to motivate, develop empower and coach
- Able to exercise sound commercial judgement and demonstrate the right balance of business acumen with social purpose
- Adept at managing a wide range of stakeholder relationships
- Excellent negotiator
- Ability to work within a regulated environment
- First class ICT skills
- Excellent verbal, written communication and presentation skills
- An understanding of and a strong commitment to the principles of excellent customer service.
- Networking abilities, sound political judgement and ability to promote the Group
- Management and analysis of complex financial information and data
- Ability to critically evaluate investment and business opportunities against relevant and commercial criteria and prepare and present a business case
- High proactivity and agile leadership

## People Leadership

- Ability to create and promote a team culture amongst team members across the organisation
- Courage to tackle performance issues
- Ability to motivate, develop and get the very best out of a team which is responsible for a range of functions
- Supports risk taking to develop people
- Inspire teams to connect with our customers
- Excellent interpersonal skills to ask, listen and learn

## Personal Qualities

- Strategic thinking
- High standards of personal integrity and fairness to build trust and respect within and outside the organisation
- Customer focus with drive to improve performance for the benefit of customers
- Interpersonal awareness, seeking to understand and anticipating the views and likely reactions of others
- Commercial awareness and a risk positive approach to business decisions and negotiation
- Positive and caring approach and attitude
- Creative and collaborative
- Outward looking, seeking ways to continuously improve and learn for the benefit of the organisation and own personal development

- Drive, determination and personal resilience
- Strong commitment to the ethos and values of Clyde Valley Group and the social housing sector
- Resilient and able to consistently meet demanding personal and team deadlines
- Networking abilities, sound political judgement and ability to promote the Group.

## Other

- Use of a car and full driving licence
- Flexibility to work some evenings and occasional weekends



# Conditions & Remuneration

## Remuneration & Benefits

- Salary £91,460 - £94,680 (EVH SM26-28)
- Car Allowance
- Defined pension contribution scheme (employer contribution of 9.6%)
- Flexible working opportunities
- Agile working arrangement
- Excellent learning and development opportunities
- On-going personal development
- Clyde Value (employee discounts and benefits)
- Health and wellbeing initiatives
- On-site gym
- Up to 20 days agile leave

## Holiday Entitlement

40 days leave per year (inclusive of public holidays)

## Working Hours

Normal working hours are 35 hours per week, Monday to Friday between the hours of 7am and 7pm. We're happy to discuss flexible working requests.

## Notice Period

The notice period is 3 months.

## Relocation Assistance

If you need to relocate to the local area to take up this role, you may be eligible for financial support to assist you with relocation expenses.

## Location

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN.

Clyde Valley Group operate an agile working policy which supports work from home and in our communities as well as our office in Motherwell.

Our Agile Policy supports flexible working between the hours of 7am and 7pm alongside an allowance of agile leave days. Attendance at meetings in our Motherwell office will be required as part of this role, including evening meetings.



# How to Apply

Please send a tailored CV and covering letter to [ScotlandExecutive@LHH.com](mailto:ScotlandExecutive@LHH.com)

To apply for this post, please send your tailored CV and a cover letter no longer than two pages by email, highlighting in the subject heading '**Director of Property & Development**' to [ScotlandExecutive@LHH.com](mailto:ScotlandExecutive@LHH.com).

If you would like a confidential, informal discussion about the role then please contact LHH on **+44 (0) 141 220 6460** or send an email to the above mentioned address.

Clyde Valley Group is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity. We are constantly reviewing our approach to ensuring equality and diversity in our applications and would be pleased if you could complete the attached Equalities Monitoring Form.

Should you require any modifications or wish to speak with a member of our team to discuss any particular circumstances, please email the above address.

## Timescales

### Closing date for applications

Midnight Wednesday 11 December 2024

### Interviews with Impact Funding Partners

Tuesday 7 January 2025

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