



**LANGSTANE**

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

# DIRECTOR OF PROPERTY

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# RECRUITMENT PACK





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# Welcome message



**Helen Gauld**  
CHIEF EXECUTIVE

**Thank you for your interest in the role of Director of Property at Langstane Housing Association.**

If you are a highly skilled and motivated professional who is ready to take the next step into a role that combines strategic leadership with technical expertise and experience, this role may be perfect for you.

We are prepared to invest in the right candidate. Therefore, we are happy for this to be a step-up position for someone with ambition who recognises the importance of what we do.

As well as technical expertise, this role requires a high degree of flexibility and ability to work at pace across a diverse range of services and disciplines. If you have the skills, experience, values and ambition that we're looking for, and you want to make a difference, we want to hear from you.

For a confidential chat, please contact me, Helen Gauld, on 01224 423004

[helen.gauld@langstane-ha.co.uk](mailto:helen.gauld@langstane-ha.co.uk)

or

apply by visiting our careers page

<https://langstane-housing-association.jobs.personio.com/>



# Company overview

## Our history

Our founding mission in 1977 was specifically to provide homes and support to single homeless people who had no access to secure and affordable homes in the private sector. This is as relevant today as it was over 45-years ago.

Langstane Housing Association is a registered social landlord (RSL), a registered charity, and a registered property factor and letting agent.

We currently own and manage 2,879 social homes throughout Aberdeen, Aberdeenshire and Moray, providing affordable rented homes to single people, couples and families.

Our head office is at 680 King Street, Aberdeen, AB24 1SL and we have a satellite office in Elgin at 7 North Guildry Street, Elgin, IV30 1JR.

Our Elgin team delivers services to our tenants in Moray and northern Aberdeenshire.

All other services are delivered by our Aberdeen based employees.

Click for more on our history: [www.langstane-ha.co.uk/about-us/](http://www.langstane-ha.co.uk/about-us/)

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## Our goals

Governed by a voluntary Board of Management, elected from our Membership at the Annual General Meeting, we are ambitious and strive to improve our performance in all areas of activity on a daily basis.

The Langstane Group (Langstane / the Group) consists of Langstane Housing Association Limited and its wholly owned subsidiaries.

Our mission is to provide homes and services that make a positive difference to people's lives. Our vision is to empower our people, customers and communities to be the best they can be.

Our vision will be achieved by investing in:

- Our customers;
- Our homes;
- Our people;
- Our organisation; and
- Our communities.

Here is more information on our [mission, vision and values](#).



# Our values

## 1. We value people

We see the person and consider their unique situation, putting people at the heart of our decision making and retaining a positive outlook regarding the housing industry and those we assist.

We consult and listen to the views of those involved within the Langstane Group.

## 2. We aim high

We exercise good governance and work hard to continually improve our services, delivering the services our customers want.

We have a 'can do' approach.

## 3. We are proud of our roots

We remember our origins, that Langstane Housing Association was set up to help and support households who were among the most vulnerable in our society.

We provide homes not properties and support our tenants to live independently and be active members of our communities respecting and embracing equality, diversity and inclusion.

## 4. We rely on teamwork

We work together as one team and with one voice.

We work with our partners to achieve our goals, delivering more together.

## 5. We are prudent financial managers

We recognise the importance of maintaining and protecting our financial strength and use effective financial management to underpin everything we do and help us grow.

We deliver value for money.

## 6. We are open and accountable

We provide relevant, accurate, user-friendly information about our performance that allows our tenants and others to hold us to account.

If we make mistakes we apologise and put things right as soon as possible.

## 7. We move with the times

We influence decision making to benefit our tenants and our organisation.

We respond to change with imagination and innovation.



# What makes us different

## What makes us different?

Langstane was created to provide homes and support for often very vulnerable, single, working age people who at the time relied heavily upon unsatisfactory ad-hoc / temporary accommodation. In addition, those who needed it the most, had often little or no support networks in place.

We understood then, as we understand now, that everyone needs help and support at certain times in their lives. It is important to us that we play our part in helping our tenants live successful lives, and to sustain their independence whilst living in good quality affordable homes.

We have ambitions to expand and increase the size, type and quality of homes we provide, and the range of services we deliver.

When the time is right, we will add to the number of homes we provide throughout the Grampian area and ensure these meet both the current and future needs of our tenants.

Our business-as-usual activities continue to be driven by a desire to meet the needs of those we serve, and deliver value for money.

To allow us to achieve our ambitions, excellent financial management is crucial as any surplus we make, is reinvested back into our business.

## Governance

A voluntary Board of Management governs our activities and ensures the public funding invested in providing Langstane's homes, is used to good effect.

Our Board members provide strategic direction and leadership, and task us with ensuring the services we provide make a positive difference to people's lives whilst meeting all legal and regulatory requirements.

Under the guidance of our Board, Langstane's main strategic document, our Business Plan, has recently been reviewed. This sets down our strategic direction for the next five years. You will play a key role in ensuring customer and housing services play a leading role in delivering our ambitions.

Equally, as part of our leadership team, you will be responsible for delivering business as usual activities. This involves preparing and presenting key reports to governing body members. You will be lead officer for a number of activities and provide expert advice for your areas of responsibility during governing body meetings.

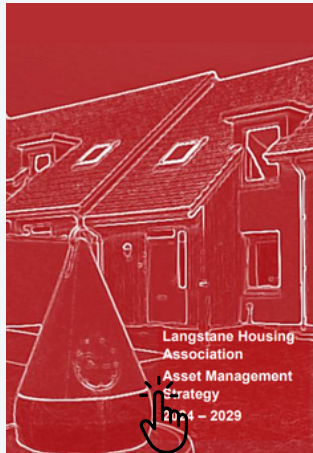


# Doing the right things well!

If you are interested in what we do, please view our [website](http://www.langstane-ha.co.uk) and in particular the following:



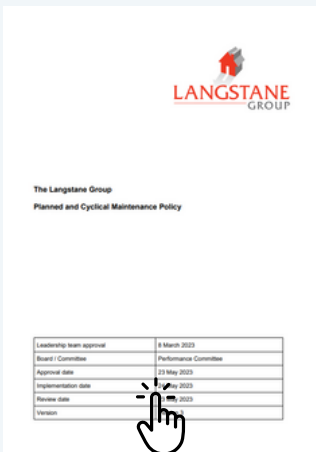
Business Plan 2024 - 2029



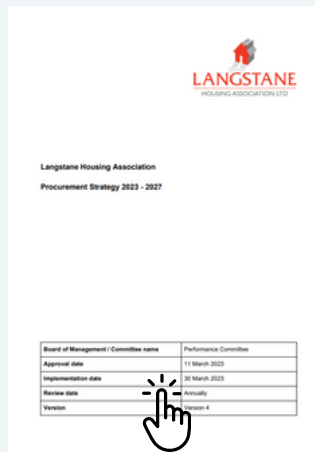
Asset Management Strategy 2024 - 2029



Sustainability Strategy 2020 - 2025



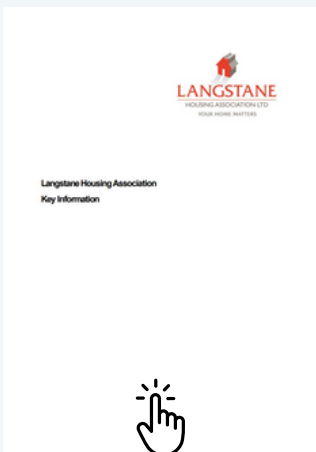
Planned & Cyclical Maintenance Policy



Procurement Strategy



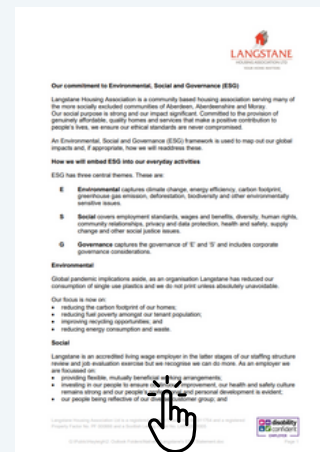
Development Strategy



Key information



Annual report 2023/24



ESG statement



# Our governance structure

Our experienced governing body members come from a wide range of disciplines.

More information on our non-executive team can be found [here](#).



**Mike Martin**  
Chairperson



**James Knowles**  
Vice Chairperson



**Katie Butler**



**Tony Dinozzi**



**Jamie Drummond**



**John Fraser**



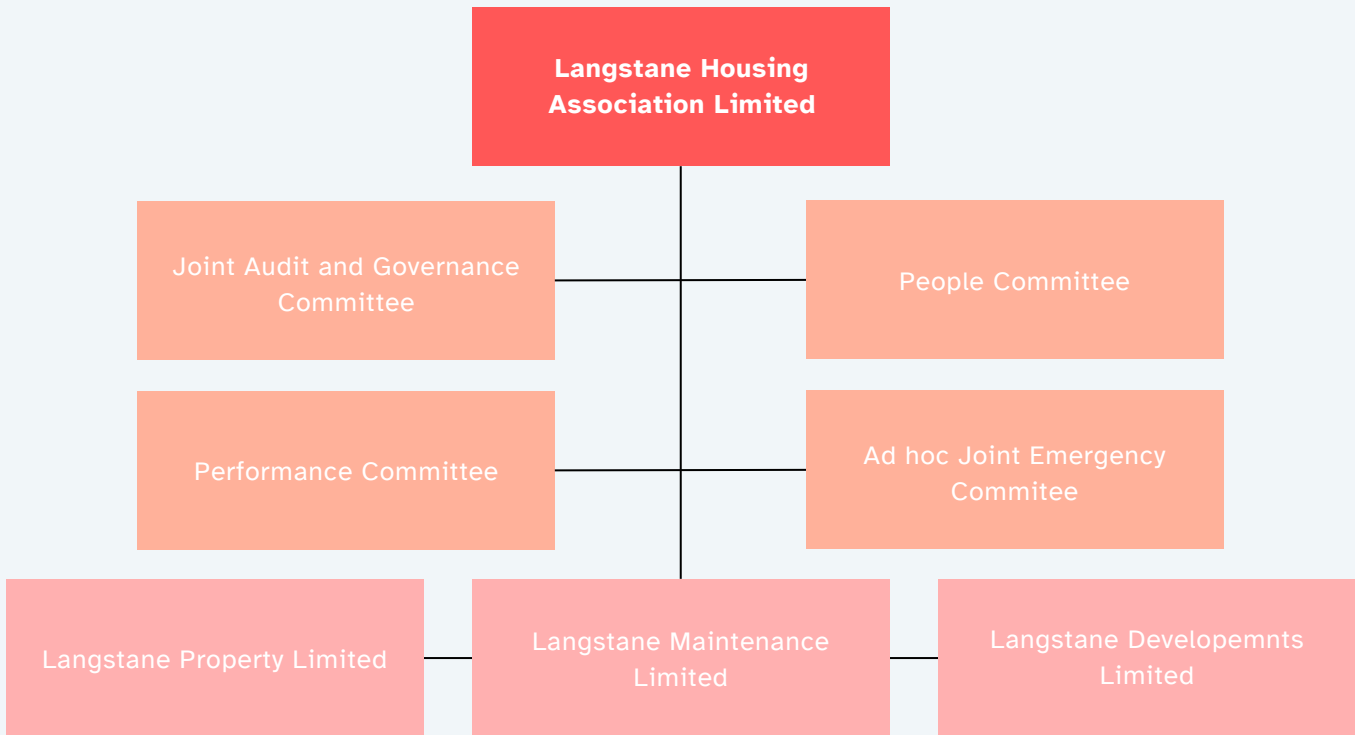
**Jodie Gillies**



**Ian Jamieson**



**Anne Stevenson**







# Our Leadership Team

Further information on the leadership team can be found [here](#)



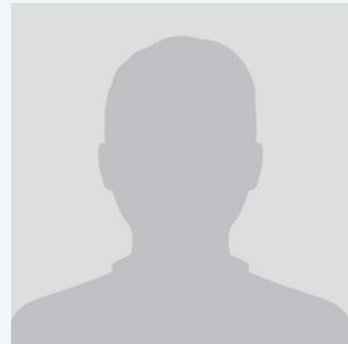
**Helen Gauld**  
Chief Executive



**Mandy Macarthur**  
Director of Finance and  
Corporate Services



**Judith Sutherland**  
Director of Housing



**Vacancy**  
Director of Property



# Our Management Team

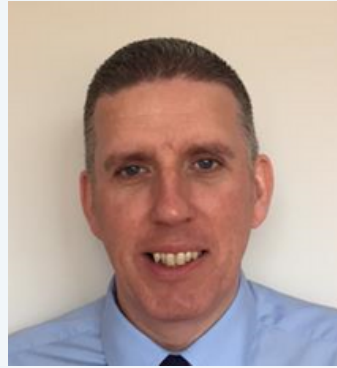
Further information on the management team can be found [here](#)



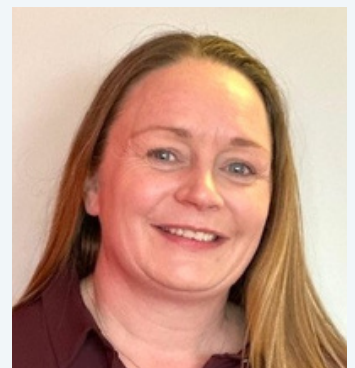
**Rebecca Davidson**  
Customer Service Manager



**Gillian McCormack**  
Finance Manager



**Martin Toward**  
Housing Manager



**Donna Campbell**  
HR Manager



**Craig Henderson**  
ICT & Service Delivery  
Manager



**Vacancy**  
Investment &  
Sustainability Manager



**Claire McEleny**  
Property Manager



# Total rewards package

<b>Post</b>	Director of Property
<b>Location</b>	King Street, Aberdeen. Hybrid / flexible working available to suit business needs.
<b>Contract</b>	Full time, permanent. 35 hours per week
<b>Salary</b>	£73,349 - £81,499
<b>Welcome period</b>	A six month period applies to all new employees. Slightly different terms and conditions apply during this period – please see more information below.

At Langstane, we are developing recognition schemes and a choice of employee benefits to encourage long-term loyalty whilst maintaining affordability for the business. We encourage your input to this as it's recognised that we all have different motivators and preferences important to us and our families.

## Financial rewards - Direct

We pay the following directly to you

- Your salary, any agreed allowances, enhanced payments for sickness, and maternity, paternity and adoption leave

## Financial rewards - Indirect

As an employer we pay towards your

- Pension fund (10% contribution), and life assurance (3x salary whilst you are in our pension scheme)

## Non-financial rewards

Our non-financial rewards include

- Enhanced annual leave, hybrid working, flexible working, and a modern workspace and equipment

## Non financial rewards

In addition, you will receive

- Ongoing learning and development, long service recognition, wellbeing initiatives



# Total rewards package

## Pension and life assurance

We provide a defined contribution pension scheme that is delivered by The Pensions Trust (TPT) on behalf of the Scottish Housing Association's Pension Scheme (SHAPS DC).

Whilst you are able to opt out of a work pension scheme, the benefits you receive are related to the contributions made by both you and us.

Since April 2019, the minimum employer contribution has been 3% - our employer contributions are 10% and the minimum you can contribute is 5%.

We operate a salary sacrifice scheme for your pension contributions. This, in most cases, allows you to make a saving in your national insurance (NI) contributions (therefore your take-home pay is more).

If you join this scheme, you can access your account through the TPT portal [www.shapsdc.org.uk](http://www.shapsdc.org.uk).

## Time off and family leave and pay

### Annual leave and public holidays

- Full time employees benefit from 25 days of annual leave plus 12 public holidays each year (37 days in total).
- This is calculated pro-rata for employees who work less than full time - full time is a minimum of 35 hours per week.
- This is enhanced from the statutory amount of 28 days for a full time employee.



### Flexi time

- In addition, full time employees may accrue up to 26 days of flexi leave annually. This is dependent on business need.
- Anyone working less than full time will have a pro-rata entitlement aligned to their weekly hours (e.g. a 3 day week employee will have 3/5ths of the full time entitlement).

## Eye care

- If an optician confirms that you need prescription glasses / contact lenses for DSE use only, Langstane will contribute up to £50.
- Please agree any cost in advance with your line manager and claim through expenses in the usual way.



# Total rewards package

## The MCL medics programme and wellbeing app

MCL's confidential service is specifically commissioned to assist you to proactively improve your health and wellbeing and build healthier habits and achieve your health, fitness and wellbeing goals, through fun activities on the app.

MCL's around the clock service ensures that you have access to confidential advice, practical information, professional guidance and qualified counselling, whenever you need it.

The MCL Medics employee assistance health and wellbeing programme includes short-term counselling and referral services for all our employees and their immediate family.

## Housing Perks

Housing Perks is a user-friendly online platform, that gives tenants and employees access to a wide range of discounts on everyday essentials such as groceries, pharmaceuticals, petrol, and clothing. Discounts are available in over 100 shops and brands and the companies involved in this partnership include Argos, ASDA, Boots, B&Q, Currys, Iceland, Morrisons, Greggs, Sainsbury's, Screwfix and SportsDirect.

## Blue Light card

We are delighted that, due to the services provided, Langstane employees qualify for a blue light card. This allows employees to receive a range of discounts online and in-store.

## Langstane's grading structure and job evaluation scheme

- Our current pay and grading structure for those up to and including manager level came into effect from 1 April 2022. A robust job evaluation and benchmarking project was carried out independently and our recognised union, Unite, were involved.
- Periodic benchmarking is undertaken to ensure our terms and conditions remain competitive.



# Total rewards package

## Langstane's enhanced payments

Langstane offers generous payments that are often over and above statutory levels to eligible employees. The eligibility criteria is set out in our employee handbook but a summary shows:

### Occupational Sick Pay (OSP) scheme

Continuous service	Full Pay	Half Pay
New employee in Welcome period	SSP only	SSP only
Following completion of Welcome period and up to 1 year	5 weeks	5 weeks
1-2 years	9 weeks	9 weeks
2-3 years	18 weeks	18 weeks
3-5 years	22 weeks	22 weeks
Over 5 years	28 weeks	28 weeks

### Occupational Maternity, Paternity and Adoption Pay

Weeks	Langstane enhance SMP:
1	to 100% of average weekly earnings
2-6	to 90% of average weekly earnings
7-18	50% of average weekly earnings plus SMP (subject to a cap at average weekly earnings)

Weeks	Langstane enhance OSPP:
1	to 100% of average weekly earnings
2	to 90% of average weekly earnings

- Statutory sick pay (SSP) from April 2024 is £116.75 / week and is payable for 28 weeks
- Statutory maternity and adoption pay from April 2024 is £184.03 / week
- Statutory paternity pay from April 2024 is £184.03 / week

## 1:1s / Annual review

- To bring our performance framework to life, we recently updated our software. This system streamlines internal processes and links into our business plan objectives as well as team and individual objectives.
- You will ensure, through motivation, coaching, and accountability, your team are clear on the expectations and outcomes required.

## Learning at Langstane

Langstane offers a range of training and different methods of providing this. This includes undertaking formal qualifications, role shadowing, online and in person learning.

You may also be required to provide training / updates to individuals, teams and Association wide.

## Long service awards

Langstane recognises the loyalty of service and the value of each person who has formed part of our history.

This is in place to reward the commitment and dedication of employees with continuous service of 10, 15, 20 and every 5 years thereafter with a certificate and retail vouchers of their choice.



# Langstane Promise

## Langstane's Promise



### Positive

Our communications with you will be **positive**. We will be approachable, listen, act quickly and treat you fairly.



### Personalise

We will try to understand your needs and **personalise** the service and experience you receive from us.



### Proactive

We will be **proactive** when you tell us something hasn't gone right. We will be transparent and do what we say we will to put things right.



### Partners

We will work with our **partners** to support you and we will refer you to relevant organisations where we can.



### Prepare

We will **prepare** you for what comes next by providing clear information and achievable timescales so that you know what to expect.



### Progress

We will take on board your feedback and use it to make **progress** and allow our services to grow.

## Customer Commitment



### Care

We will ask you to **care** for your property, neighbours and community and let us know when something goes wrong.



### Contact

When you **contact** us, we will ask you to; listen, be respectful and understand we are trying to help. You will give us the time we need to investigate and refrain from using abusive or threatening behaviour.



### Contribute

You can **contribute** to our service improvements by telling us what we can change or do better.



### Courtesy

When things go wrong, show our teams **courtesy** and understand that we can't get things right all the time. Please give us time to put things right.



### Communicate

**Communicate** openly and honestly with us about your needs to allow us to support you as much as we can.

Langstane Housing Association is committed to delivering excellent service to our customers. As part of this commitment we have developed a Promise to our customers. This is our minimum service standard. However, we want all of our people to go above and beyond this level. We provide comprehensive training to ensure our teams can deliver on our Promise.

Our Promise makes sure we can hold our employees accountable, and our tenants and other customers know they will be dealt with fairly, equitably and with respect.

In order to ensure we can adhere to our Promise, we require our customers to make a Commitment to us in terms of the way they communicate with us.

To read more on our Customer Care Policy, please visit our website: [Customer Care Policy](https://www.langstane-ha.co.uk/customer-care-policy)



# Role profile

<b>Department</b>	Property	<b>Location</b>	Aberdeen
<b>Reporting to</b>	Chief Executive		
<b>Responsible for</b>	Property Manager and Investment & Sustainability Manager (vacancy)		

## Role Purpose

As a member of the leadership team, the director of property operates at a strategic level. Holding lead responsibility for the strategic planning and investment in new and existing assets, including new developments / acquisitions and full refurbishment programmes, the postholder will have excellent communication and project management skills.

As a strong leader, the director of property will ensure all areas of property management deliver high performance, value for money, excellent customer service, regulatory and legal compliance, and Langstane's, and its subsidiary companies, strategic goals.

This role is also responsible for ensuring Langstane's landlord health and safety duties are carried out diligently and in full compliance with the required standards.

## Key Accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.

1.	As a member of the leadership team, contribute to, and for areas of responsibility, lead on the development of organisational strategy and plans, sharing responsibility for their delivery.
2.	Keep abreast of statutory, regulatory, economic and political trends and best practice approaches in the sector and broader environment and interpret these to inform strategic plans.
3.	Provide expert advice and information to the Board of Management and any committees for areas of responsibility to enable effective decision making.
4.	Lead by example, promoting the organisation's mission, vision and values and demonstrating the behaviours set out in the organisation's Performance Development Framework.





# Role profile

5.	Lead, inspire and empower colleagues by setting challenging goals, providing development opportunities and effectively communicating the organisation's direction and objectives.
6.	Promote a culture of continuous improvement throughout the organisation, monitoring performance and driving improvement programmes to ensure the organisation achieves its business plan targets.
7.	Sponsor and drive strategic projects, leading change and achieving buy-in from employees and promoting effective cross-organisational working.
8.	Develop and deliver, amongst other key documents, Langstane's Asset Management and Development strategies / investment plans / improvement plans.
9.	Lead on regular strategic reviews of the financial and non-financial performance of the Group's assets and plan for timely and effective investment or disposal to meet business plan objectives.
10.	Lead on Health & Safety, chairing the Group's Landlord Health & Safety Working Group to ensure effective monitoring of the delivery of the Health & Safety Policy. At team level, ensure that all construction works are carried out in full compliance with current CDM Regulations.
11.	Lead on risk management across areas of responsibility, ensuring a proper appreciation of risk management and mitigation, particularly in relation to asset disposals, new development opportunities, procurement and contract management.
12.	Develop a performance culture within the Team and monitor performance to ensure that agreed objectives and targets are achieved, taking action where performance is below target and creating a culture of ambition and continuous improvement.
13.	Ensure that all services within areas of responsibility are delivered in full compliance with statutory and regulatory requirements and with Group policies and procedures, including health and safety, statutory compliance contracts (asbestos, legionella, fire safety etc.), equality and diversity and procurement.
14.	Build strong relationships with external partners, contractors and other stakeholders, representing and promoting the Group, building its reputation and identifying opportunities for collaborative working.
15.	Lead on the management of resources within areas of responsibility including cost management, monitoring all budgets, effectively procuring services and developing / implementing strategies to assist the organisation in improving value for money.
16.	Explore and maximise the potential for new business opportunities and funding streams over and above the traditional funding sources.
17.	Develop innovative strategies, plans or ways of working to respond to emerging issues or to improve services, enhance the customer experience and deliver efficiency.
18.	Lead on the delivery of services that are customer focussed. Ensure customer priorities are clearly heard and understood and incorporated into strategies and plans. Ensure customer satisfaction with services is regularly monitored and feedback is used to drive and improve future delivery plans.



# Role profile

Criteria	Essential	Desirable
<b>Qualifications / Training / Experience</b>	<ul style="list-style-type: none"> <li>Educated to degree level or chartered status in a relevant discipline covering property maintenance / construction</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a housing association.</li> <li>Experience of working in a similar leadership role including with Boards and committees.</li> <li>Experience of regularly preparing and presenting reports to board of management / committees.</li> </ul>
<b>Skills / Knowledge</b>	<ul style="list-style-type: none"> <li>Thorough knowledge of statutory and regulatory rules that underpin the management of property maintenance, improvement and new build projects including CDM, Planning &amp; Building Control requirements and cyclical servicing legislation in relation to asbestos, legionella etc.</li> <li>Ability to interpret financial information, analyse complex data and present information in an accessible way to deliver new build appraisals, manage budgets and make sound financial and commercial decisions</li> <li>Excellent communication skills; well-developed negotiating, influencing and networking skills</li> <li>Proven ability to prioritise workload and work on own initiative and to delegate effectively</li> <li>Proven ability to work to deadlines</li> <li>Decisive and effective decision maker</li> <li>Ability to work in partnership with board members, colleagues, customers and external stakeholders (particularly contractors, developers and other housing association colleagues) and engage at all levels</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a housing / social environment</li> <li>Experience of the requirements of the Scottish Housing Regulator</li> <li>Experience of the grant funding environment for new build social housing</li> </ul>



# Role profile

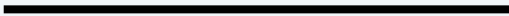
Criteria	Essential	Desirable
<b>Personal Qualities / Our Values / Our Culture</b>	<ul style="list-style-type: none"><li>• Adaptable, positive, confident and with a can-do attitude and a willingness to learn and develop</li><li>• Understand and share the vision of the organisation</li><li>• Committed to providing excellent customer services that meet diverse needs and expectations</li><li>• Team player with a collaborative style that engages people at all levels and promotes positive relationships</li><li>• Ability to deal with challenging situations</li><li>• Demonstrate the ability to uphold:<ul style="list-style-type: none"><li>Our values<ul style="list-style-type: none"><li>◦ We value people</li><li>◦ We aim high</li><li>◦ We are proud of our roots</li><li>◦ We rely on teamwork</li><li>◦ We are prudent financial managers</li><li>◦ We are open and accountable</li><li>◦ We move with the times</li></ul></li><li>Our culture<ul style="list-style-type: none"><li>◦ At the heart of everything we do, and every decision we take, will be our customers.</li></ul></li></ul></li></ul>	
<b>Other Requirements</b>	Full clean driving licence	



# Key dates

Recruitment schedule	Key dates and times
Closing date	Wednesday, 19 March 2025 at 5pm
1st interview*	Week commencing 31 March 2025

\*Shortlisted candidates will be asked to complete a psychometric test.



Remember there are lots of ways to get in touch with us:



680 King Street, Aberdeen, AB24 1SL



[info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk)



North Guildry Street, Elgin, IV30 1JR



[/Langstane](https://www.facebook.com/Langstane)



<https://www.langstane-ha.co.uk/>



[/Langstanehousingassociation](https://www.youtube.com/Langstanehousingassociation)



01224 423 000



[/company/langstane-housing-association/](https://www.linkedin.com/company/langstane-housing-association/)

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Landlord Registration number 900480/100/24071