



Recruitment Pack

Property Director

March 2018

Your Application

Dear Applicant

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application. In order to apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The declaration form – but completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate on the declaration form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is complete. Please send your application, preferably in MS Word format by email to: bha@campbelltickell.com.

Applications must be received by Tuesday 3rd April 2018

You will receive an acknowledgement within 24 hours of receipt and we suggest that if after that time you have not heard from us, you telephone the office (0203 434 0990) to ensure that it has arrived. Using a secure email address and putting the job title/organisation in the subject line reduces the chances of any email going into spam.

Please do contact me if you wish to have an informal discussion about the role and organisation or if you have any other questions to help you decide whether to apply. You can contact me on 07706 369 273.

Kind regards



Bill Barkworth

Senior Associate Consultant

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Welcome Letter

Dear Applicant,

I am pleased that you are taking the time to consider these crucially important leadership roles with Berwickshire Housing Association. This pack has been prepared to provide further information about us and the roles, and hopefully inspire you to apply.

BHA has more than 1,800 homes across Berwickshire, most in outlying rural areas, but we've never just been about bricks and mortar, we hold a strong commitment to our vision of "Creating Thriving Rural Communities". Providing additional services that you might not expect from a Housing Association, this includes financial inclusion and befriending services and, perhaps most unusually, a wind farm.

When it comes to our communities BHA is always looking at the bigger picture and thinking about how we can contribute to the wealth, health and safety of our communities and doing it in an innovative and sustainable way. We're very proud of our recent Housing Scotland Excellence Awards recognition for Excellence in Skills Development, Frontline Housing and Housing Innovation.

Over the next five years we plan to build 250 new homes and to continue improving all our homes to ensure they are cheap to run, and that fuel cost are as low as possible. We are also currently working closely with our local schools to help prepare young people for leaving school and becoming independent and exploring the intergenerational model used in Seattle, where day care for young people is combined with care and support for older people. We are very proud of what we have achieved so far.

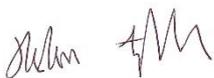
To ensure we continue to realise our ambitions and goals we are seeking two exceptional individuals to join our Leadership Team to help shape and influence our plans for the future and ensure BHA continues to excel and punch above its weight.

The new role of Property Director will play a vital part in helping BHA achieve our Business Plan and key strategies, and to provide the vision for the delivery of our new development programme, and our asset management and property services.

Also crucial to our success is the appointment of a new Finance Director, a strong financial strategist who can ensure our ongoing financial success, effective control and viability. As the lead on our wind farm project good negotiation and influencing skills will also be important in this role.

For further information please speak to our recruitment partners, Campbell Tickell, and I hope what you have read and hear gives you a real flavour of BHA as an organisation and the excitement we feel about our future and entuses you to apply.

Best Regards,



Helen Forsyth
Chief Executive

About Us

Who Are We:

Berwickshire Housing Association builds and manages homes to rent to suit a range of lifestyles, personal needs and family sizes that people can afford. We do so in communities throughout Berwickshire and are ever keen to expand the number and choice of homes available. We are passionate about our role in providing individuals, couples and whole families with a home in which they can live their life to the full in a safe, comfortable and attractive setting.

We are a charity, so the rents we receive pay to keep our homes in great condition through our repairs service and by our planned maintenance service, which ensures our homes are always modern and comfortable.



We have over 1800 homes in Berwickshire and in Berwick-upon-Tweed in a variety of sizes and locations – from single’s flats and family homes to bungalows adapted for disabled people and sheltered housing for older people. We keep investing in our homes to keep them in good condition and when we can, we build new homes in Berwickshire communities, creating more choices and more locations.

The primary purpose of Berwickshire Housing Association is to provide the best possible housing at value-for-money rent, to the people of Berwickshire. Our aim is for our tenants to live in high-amenity homes with pleasant surroundings and agreeable neighbours. We accept an important role in the community.

In addition to building new homes and maintaining our current stock, we provide friendship services for the elderly, sheltered housing and fundraising for community projects. We would like to be among the best social landlords in Scotland. For this reason, we invite comments and suggestions from our tenants on any topic. We will always strive to do the best we can and we can only achieve this goal if we understand what is practical and right for our tenants.

Our Values:

Our People are positive, ready to lead on new ideas and solutions, see the workplace as somewhere to value and stay focused on our exciting vision of “Creating Thriving Rural Communities”.



Our People

Helen Forsyth – Chief Executive



Helen Forsyth has been the Chief Executive of Berwickshire Housing Association for over 10 years during which time Helen has inspired staff to become number 9 in the Sunday Times Best Companies not for profit section and provided the innovation in order to solve the problem of how to keep building new homes, at a time when funding was in decline with the ground breaking “Fisherman Three” Community Windfarm, near Cockburnspath.

Helen joined Berwickshire Housing Association from Places for People in 2007 in which her role was Regeneration Director and previously to this role Helen was the Chief Executive at Edinvar Housing Association. Helen’s background has involved working in the public sector, health and social care and not for profits organisations. She was also a member of the Scottish Committee for the Big Lottery for a seven year term. Recently she was appointed to chair the Transport Commissioning Board in the Scottish Borders and she has joined the Board of Resilient Scotland providing grant and loan funding to communities in 13 local authorities in Scotland.

More recently Helen Forsyth has been appointed to represent the third sector for the new South of Scotland Economic Partnership, a new initiative which will devise a fresh approach to the economic development of Scotland. Her passion and commitment is to improve the lives of people who live in affordable housing and to work to improve the communities in which they live.

John Bain – Resources Director



John is a Chartered Fellow of the Chartered Institute of Personnel and Development (CIPD) and is a graduate of Napier University where he achieved the Diploma in Personnel Management and then completed his Masters of Business Administration (MBA) in 2003. In 2011 John achieved a Post Graduate Certificate in Professional Coaching at Nottingham Trent University and in 2013 John became a qualified PRINCE 2 practitioner.

He joined the company in November 2005 and together with his previous work at Castle Rock Housing Association he has over 19 years Housing Association experience. Following 10 years’ service in the Royal Navy, he has worked in a number of sectors including Local Government, Not for profit and Social Housing and has a wide ranging background in Human Resources Management.

His role includes overall responsibility for Resources, including HR, Information Communication Technology, Health and Safety and Corporate Services. John is also the Company Secretary and takes the lead on Governance issues with the Trustees. Other duties include leading projects and John represents the Company on a number of external bodies.

Jean Gray – Operations Director



Jean has been in housing for over 24 years, prior to which she worked in the NHS. Appointed Operations Director in 2008, she joined BHA in 2005 as Housing Services Manager. With responsibility for the Associations key front line services including housing, response, cyclical and planned maintenance & development it is important to Jean that the delivery of the frontline customer service remains our main priority but it is also essential that we do so whilst achieving value for money.

Jean has a Diploma in Institutional Management and Leadership as well as Post Graduate Diploma in Housing. She is also a member of the Chartered Institute of Housing and Institute of Leadership & Management

As Operations Director, Jean has implemented many changes over the past few years but acknowledges that there is always room for improvement, even in a well performing organisation. Her aim is that BHA will continue to review current practices to ensure that we are operating as efficiently as we possibly can to make our customer's rent money stretch further. This is a difficult and challenging time for some of our tenants and they will always be our top priority.

Board Members

Lorraine Tait – Convener



Lorraine has a degree in Business & Enterprise, holds Fellowship of the Chartered Institute of Personnel and Development and Fellowship of the Chartered Management Institute.

Lorraine has 22 years' experience in housing associations, having worked with both Eildon Housing and Port of Leith Housing Associations across a range of posts in finance, HR and corporate services from 1989 to 2011.

She is currently Trust Manager for a grant funding charity, The Weir Charitable Trust. Reporting to the Board of Trustees, Lorraine is responsible for all aspects of the Trust operations.

Lorraine was co-opted to the Board in February 2016.

Scott Holmes – Vice Convener



Scott is a partner in Johnston Carmichael's Edinburgh office and leads their Financial Services Group. He has extensive experience in internal and external audit and advises a portfolio of owner managed businesses, including several group audits, and undertakes reporting assignments under both local and international financial reporting standards.

Scott has 20 years' experience in financial services audit and assurance assignments and has significant experience of regulatory reporting in the Financial Services sector. Scott has been acting as an adviser to our Finance Committee since November 2012, before joining the Board in March 2014.

Scott was elected Vice Convener in September 2015.

Vivienne Cockburn



A Chartered Accountant with 25 years experience of advising on the financial and commercial aspects of public sector investment in a wide variety of sectors including energy efficiency (domestic and non-domestic), health, education and the utilities.

Vivienne is Director of Corporate Services and Low Carbon with Scottish Futures Trust – a NDPB with responsibility to improve the efficiency and effectiveness of public sector infrastructure investment in Scotland. She is responsible for SFT's corporate functions including finance, IT and office and the development of Low Carbon investment programmes across the public sector estate. She is a qualified chartered accountant who spent 16 years within the accountancy profession before becoming Finance Director of Caledonian Economics, a specialist economic and financial consultancy practice.

Vivienne has extensive experience of advising Boards and Project teams on the delivery of significant capital investment and whilst with PwC regularly advised audit committees on risk and internal controls. Vivienne joined the board in February 2017.

James Fullarton



Jim has been a Scottish Borders Council (SBC) member for East Berwickshire for the past 9 years.

He is currently portfolio holder for Transport and Infrastructure, this includes roads and winter maintenance as well as bridges and any building project.

He is also on the SBC Planning Committee and local review bodies.

Jim has qualifications in agriculture and is a Self-employed farmer. Jim has been on the Board since September 2003.

Anne Isles



Anne worked as a lecturer in a Further Education College, Napier teaching law on HND, Degree and Post Degree Courses. These included Accountancy, Company Secretary and Journalism Degrees and Diplomas.

With expertise in property law and land acquisitions becoming legal adviser for the Planning Committee representing the Council at several public local inquiries and working on complex legal agreements.

In the last 10 years of her employment with the Council Anne was also the principal Legal Adviser for licensing. Anne joined the Board in February 2017.

Andrew Brough



Andrew has a BSc (Hons) Rural Enterprise and Land Management, is a Member of the Royal Institution of Chartered Surveyors and a Fellow of the Central Association of Agricultural Valuers.

He is presently the Estate Manager for Buccleuch Estate's Bowhill Estate, near Selkirk consisting of approximately 250 houses and 45 farms as well as other Estate enterprises and is also the BHA Health and Safety Champion.

Andrew has been on the Board since December 2009.

Jim McDevitt



Jim has been involved in Banking for over 20 years in the Commercial Finance sector focussing on clients who have been experiencing financial difficulties.

Jim has also dedicated over 20 years to being a Rotarian in Duns, Berwickshire raising almost £200,000 for many local and national causes and is actively involved with the local theatre group, Duns Opera assisting with musical events.

He joined the Board in October 2016.

Tony Homer



Tony has over twenty years experience in local authority social work and the third sector that included senior operational management positions, becoming an independent health and social care consultant in 1997. His management experience includes leading a workforce of about 100 staff, managing over thirty frontline services dispersed across Scotland, preparing tender proposals, leading negotiations with statutory commissioners and working with sector partners to develop strategic responses to identified need. He has been an Associate of the Joint Improvement Team (JIT), a cross sector strategic improvement partnership, since 2007 and has been a national lead on strategic commissioning for the past five years. Tony has served on a number of Boards of voluntary bodies including Linkliving and Seton Care, a subsidiary of Berwickshire Housing Association

Tony joined the Board in February 2016.

David Melrose



David is retired from Scottish Borders Council as an Assistant Neighbourhood Manager. Until recently, David was a tenant of BHA and continues to ensure that tenants' views are represented.

David has been on the Board since September 2000

Job Description

Responsible To:	Chief Executive
Responsible For:	Technical Manager Development Manager
Job purpose and scope:	
<p>A member of the Leadership Team responsible for ensuring the delivery of Berwickshire Housing Association’s vision, values and business plan and providing clear direction and effective leadership.</p> <p>Organisational lead for technical and property services and the development of new homes and advising the Board and Leadership Team on all property matters.</p> <p>This post will work closely with the Operations Director who is responsible for all Housing related services and projects.</p>	
Key relationships:	
<p>External: Scottish Housing Regulator, house builders, developers, construction firms and contractors, local authorities, landowners, funders, professional advisers, and other partners.</p> <p>Internal: Leadership Team, Board, Operations Committee, Technical and Development teams, colleagues in finance and operations, the wider BHA staff group, and customers/residents and representatives.</p>	
Core responsibilities:	
<p>Responsible for setting and managing both the capital and revenue budgets for technical and property services including response repairs, cyclical and planned maintenance, compliance and servicing and the Development programme in line with the Strategic Housing Investment Plan.</p> <p>Working closely with other members of the Leadership Team on key projects.</p> <p>Strategic:</p> <ul style="list-style-type: none"> • Work with the Leadership Team to deliver the service elements within the five year business plan. • Contribute to the development of the company strategy through a thorough, current understanding of the local and national policy context, local competitive forces and local business opportunities, including new sources of sustainable funding. • Develop, lead and deliver an integrated approach to asset management and property development, working across the organisation to ensure a commitment to effective and efficient asset management and development is owned by all. • Provide professional leadership to all relevant staff at all levels throughout the company • Lead a wide-ranging portfolio, informed by a sound knowledge of the housing sector and the regulatory framework within which BHA operates. • Lead and develop a range of effective strategic and operational relationships external to the company, working with other agencies at a strategic level and supporting mutually beneficial approaches to housing and support services. 	

Housing management:

- Ensure the provision of high quality services to customers and service users. This includes void management, responsive repairs, cyclical and planned maintenance, ground maintenance, gas checks and servicing, asbestos, legionella, carbon monoxide checks and all related stock condition surveys to inform our maintenance delivery.
- Share responsibility for the Housing Management System ensuring it continues to evolve and support our frontline staff to deliver an efficient and effective customer focused services.
- Ensure our contracts are tendered and awarded in line with the most recent legislation and in discussion with the Scottish Procurement Alliance (SPA) or similar frameworks ensuring value for money.
- Ensure our approved contractors deliver a timely, efficient, and value for money responsive, cyclical and planned maintenance service.
- Establish and monitor, in conjunction with other Directors, clear performance targets which will significantly improve strategic and operational performance.
- Regularly review BHA's tele-health and assistive technology, ensuring we take every opportunity to enhance service provision and improve the lives of our sheltered housing residents.
- Ensure that the performance of Technical and Development services are delivered within budget.
- Maintain an evidenced based culture, which is person centred, commends the confidence of staff and customers, and promotes multidisciplinary and cross organisational working.

Development

- Provide a high quality Development service including the management of development projects from inception to completion.
- Work in partnership with the Scottish Government and the local Council to develop an affordable and deliverable development programme for BHA in line with local need and demand in Berwickshire.

Customers

- Work closely with the Operations Director to ensure we are consistently tackling and where possible contributing to the eradication of fuel poverty amongst our tenants.
- Engage with tenants and respond to Tenants' surveys, Scrutiny Panel outcomes and other tenant feedback in a positive and constructive way.
- Manage a consistent approach in the handling and resolution of any service and formal complaints.
- Oversee the improvement of our neighbourhoods and work in partnership with key stakeholders in the area to ensure our customers and communities get the appropriate support to ensure tenancy sustainability.

Regulation

- Meet all regulatory requirements from the Scottish Housing Regulator (SHR), the Financial Conduct Authority (FCA), Office of the Scottish Charities Regulator (OSCR), and the Care Inspectorate.

- Ensure all homes owned and managed by BHA meet the Energy Efficiency Standard in Social Housing (EESH) and any subsequent guidelines within the agreed timeframe.

Relationships

- Represent the BHA as required, but in particular in the strategic work on the Strategic Housing Investment Plan with Scottish Borders Council (SBC), the More Homes Division of Scottish Government and other statutory bodies.
- Help raise the profile and reputation of BHA by working closely with partners in the local health and social care sector as appropriate.

Person Specification

Knowledge and experience:

- Significant track record at a senior management level in the provision of development, technical and property services gained from working in the social housing environment at a strategic level.
- Significant experience of managing and developing staff.
- Experience of managing change and identifying and exploiting new opportunities and new ways of working to improve the efficiency of services to customers.
- Proven track record of managing a range of stakeholder relationships, establishing consensus and shared goals in pursuing tangible delivery of agreed objectives.
- Able to show a good grasp of the compliance, regulatory and funding framework for housing associations.
- Comprehensive understanding of good governance practices in a social housing setting.
- Strong strategic business planning skills, able to translate strategic objectives into project delivery.
- Experience of working at a senior level to ensure that residents/customers' needs are at the core of an organisation, and that high quality services are delivered.
- Wide ranging interest in housing matters.

Skills and abilities:

- Strong negotiating and influencing expertise, able to work intuitively and liaise effectively with a wide range of stakeholders and audiences.
- Excellent verbal, written communication, presentation and interpersonal skills.
- Strong commercial and financial reasoning; able to assess risk and promote risk awareness without being risk averse.
- Well-developed project management skills and an ability to organise and prioritise workload.
- Confident at working with and analysing complex data and statistics.
- Good financial management and analysis skills.
- Strong IT and digital skills.

Personal behaviour and style:

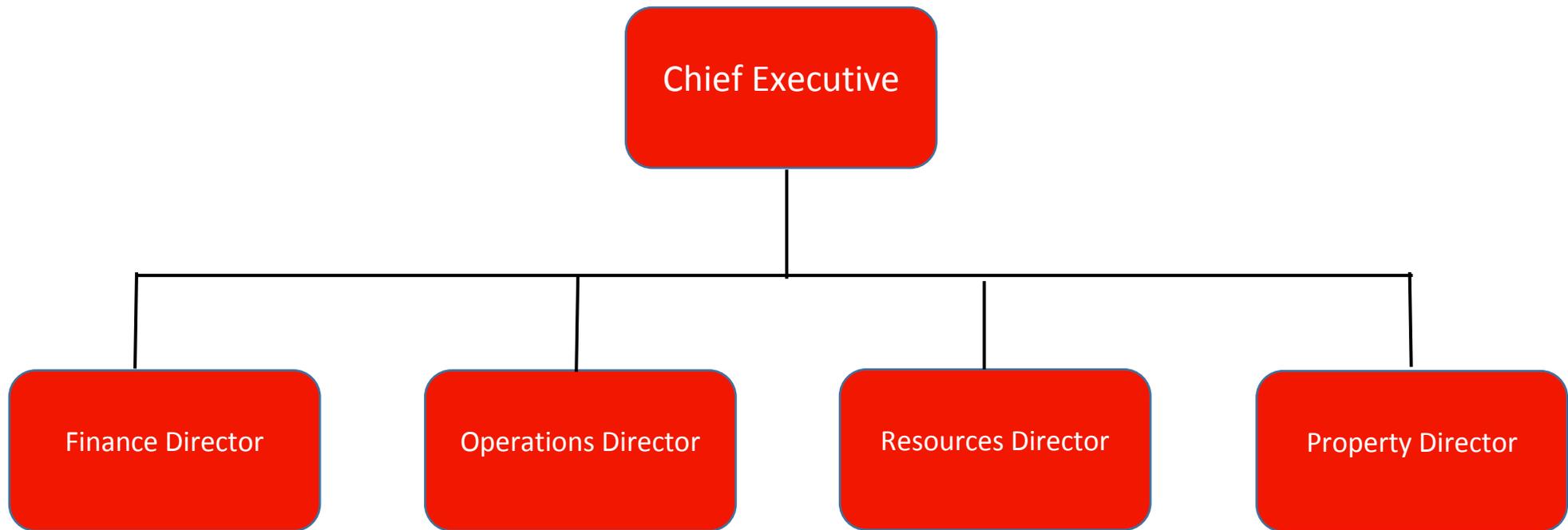
- Approachable, personable and influential; able to form positive relationships and secure buy-in from a range of stakeholders.
- Has a facilitative style, able to achieve consensus. A team player.
- Actively leads by example in the professional conduct and integrity expected of a leader; acts with gravitas.
- Proactively demonstrates a strong commitment to equality and diversity.

- Champions the rights of tenants to have access to excellent homes and services.
- Able to exercise good judgement.
- Willingness and ability to represent and promote BHA, including evening and weekend work as required given the seniority of the role.

Qualifications:

Educated to degree level and possessing a professional or management qualification/s, relevant to this role. Evidence of continuing professional development is desirable.

Organisational Structure



Principal Terms And Conditions

Position:
Property Director
Remuneration Package:
£75k
Pension:
A Defined Contribution Pension Scheme operated by the Pensions Trust. Employer will pay double the employee level of contribution up to a maximum employer contribution of 9% of salary.
Annual Leave:
Based on 30 days per annum. Leave year is from 1 April to 31 March (In addition there are 12 public/local holidays per annum). Flexi Time - This post is not included in the Flexi Scheme.
Place Of Work:
Headquarters, 55 Newtown Street, Duns TD11 3AU or any other location as appropriate to the area of work covered
Hours Of Work:
35 hours per week
Notice Period:
3 months
Sick Leave Entitlement:
During 1st year of service – Up to 1 month's full pay and (after completing 4 months' service) up to 2 months' half pay During 2nd year of service – Up to 2 months' full pay and up to 2 months' half pay During 3rd year of service - Up to 4 months' full pay and up to 4 months' half pay During 4th and 5th years of service – Up to 5 months' full pay and up to 5 months' half service pay After 5 years' service – Up to 6 months' full pay and up to 6 months' half pay
Working Terms:
BHA is part of a group of organisations and from time to time the requirement for cross company working may arise in one of the subsidiary companies, commensurate with the post and business development requirements of the Association. The post holder is required to abide by the terms and conditions of the post in particular with respect of Risk Management, Equal Opportunities and Health and Safety practice. These are detailed in the Terms and Conditions of Employment and the staff handbook.

At all times the employee will be expected to promote the work of the company and Association in line with the aims, objectives and values of the group organisation.

Smoking at Work:

Your place of work is designated non-smoking.

Car User Allowance

This post attracts a Car User Allowance of £5,000 per annum.

Qualification

A copy of qualification certificates must be given to the Resources Director on receipt of a job offer.

Other Benefits:

- The Association encourage the Personal Development of employees through training, coaching and mentoring
- Professional membership fees will be paid annually by the employer if applicable
- Westfield Health Cash Care Plan

Assistance with Relocation Expenses:

The Association operate a relocation package and details of this will be discussed with the successful applicant where applicable.

Key Dates And Selection Process

Closing Date:

Tuesday 3rd April 2018

The client meeting to agree longlisted candidates will take place on Friday 6th April 2018. All unsuccessful candidates will be offered feedback by Campbell Tickell.

First Interviews:

Monday 16th April and Tuesday 17th April 2018

Longlisted candidates will be interviewed by a Campbell Tickell panel and meet Helen Forsyth (Chief Executive) for a 1-2-1.

Interviews will be held in Edinburgh.

Testing And Information Gathering:

Shortlisted candidates will be asked to complete an on-line psychometric assessment on leadership style and approach.

Final Interviews:

Thursday 26th April and Friday 27th April 2018

There will be an opportunity to meet with the Board and Senior Leadership Team for 1-2-1 sessions. This will be followed by a seen/unseen presentation, which will be delivered at the start of the final interview with the selection panel.

Supplementary Information

The following can be downloaded from the Berwickshire Housing Association website:

[Annual Report 2016 - 2017](#)

[Equal Opportunities and Diversity Policy](#)

To find out more please visit the Berwickshire Housing Association website:

<https://www.berwickshirehousing.org.uk/>

Media Advertisement



Building for the Future

Berwickshire Housing Association is a successful, innovative and ambitious community focused housing association working across Berwickshire. We are passionate about our role in providing individuals, couples and whole families with a home in which they can live their life to the full in a safe, comfortable and attractive setting.

Over the next 5 years we will build 250 new homes, in part funded by our ground-breaking wind farm development, continue to support the more vulnerable in our communities through innovative support services and invest in our people through our Apprenticeship programme and by developing our staff.

To help us deliver on our goals we are looking for two talented individuals to join our Leadership Team.

Finance Director
£75k

In a broad financial role that encompasses not only our financial and treasury management but also the lead on our windfarm partnership, Berwickshire Community Renewables, we are seeking a skilled financial professional with strong commercial acumen and the ability to work effectively with a range of partners and funders.

You will be forward thinking, risk aware, able to deliver regulatory compliance and have the ability to get the best out of your team and colleagues. Whatever your background you will have a strong sense of social purpose as well as a hard-headed approach to efficiency and financial viability.

Property Director
£75k

In this new role we are looking for an outstanding and talented property professional to join our existing Leadership Team in delivering our ambitious development programme, a key component of our future growth. You will also be responsible for defining and implementing the property and asset management strategy and taking the lead on property compliance, and delivery of all maintenance services.

The sector you come from is less important than your ability to lead our Technical and Development teams and work collaboratively across a highly innovative and customer focused organisation, as well as being adept at forging strategic relationships and joint ventures

For an informal discussion please contact Bill Barkworth on 07706 369273. You can download the recruitment pack from www.campbelltickell.com/jobs. Telephone: 020 3434 0990 or email bha@campbelltickell.com.

Closing date: Tuesday 3rd April 2018 at 12noon





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