



Evolve
Housing + Support

PROPERTY SERVICES DIRECTOR

Candidate information pack

March 2025

CAMPBELL
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01 Your Application

Thank you very much for your interest in the Director of Property Services post for Evolve Housing + Support. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of the organisation and the role. After you have done that, please feel free to get in touch with one of us, so that we can talk through your offer and get a sense of how it aligns with what Evolve Housing + Support are seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles, including any NED posts; and you can sum up earlier roles, say before the last 15 years; tell us about your achievements so we get a picture of your skills and experience; try to keep it to two pages or three at most;
- A personal statement. We want to hear about your motivation, why this role/organisation, and you will also want to evidence how relevant your offer is to the role specification; again ideally in two to three pages; and
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates

Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call **020 3434 0990**.

The role closes at **09:00 on Thursday 10th April 2025**. Please ensure we receive your application in good time.

Do call us 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

Kind regards

Isabella

Isabella Ajilore | Search Consultant
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Gemma

Gemma Prescott | Director
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07904 497016



02 Welcome to Evolve Housing + Support

Thank you for taking an interest in this crucial role for Evolve Housing + Support. I hope, once you have reviewed the role and learned something about Evolve, you will feel able to make an application.

Every day and every night, Evolve provides safe places and support services for almost 500 people who would otherwise be facing homelessness. This is work to be proud of and this role could be your opportunity to make your contribution.

You will need to be a skilled residential property professional who can ensure that our resources are used effectively to provide safe spaces that are homes, however temporary, to be proud of. You will be responsible for ensuring our compliance with health and safety and building safety standards and you will help us improve our systems and procedures.

As part of the Executive Team, you will help shape our ambitions for the future. This will require energy and enthusiasm and creativity to make best use of our resources. You will be able to work with and support colleagues across the organisation.

I know I am asking a lot from candidates, and this will be a challenging role. This may be your first director role and Evolve will support you as you develop, if this is the case. You may be a seasoned professional with a desire to work where your skills are being used to help vulnerable people. Whatever your current level of seniority or experience, the board of Trustees is open to your application and look forward to meeting you.

Very warm wishes,

Paul

Paul Infield

Chair of Trustees



03 About Evolve Housing + Support

We are a charity providing a range of services to homeless and vulnerable people in London. We provide much more than just a roof - we are place of positive change and growth, enabling people to move on and lead independent lives.

Our history

The origins of Evolve Housing + Support (Evolve) date back to 1861, with the founding of Croydon Young Men's Christian Association. Since the year 2000, we have seen multiple changes, becoming South London YMCA in 2005 when Croydon YMCA merged with the YMCA of Lambeth, Lewisham and Southwark, and remaining as South London YMCA after a further merger with Earls Court YMCA in 2013. On 7 September 2015, South London YMCA became Evolve Housing + Support after moving away from the YMCA federation umbrella and taking on the form and identity that continues today. For most of our history, our branding as a YMCA had worked well, but society and the community needs we strive to meet changed enormously since 1861, and the change of identity in 2015 better reflected the entirely secular work we do with a diverse group of customers to help them change their lives for the better. In 2017, we merged with Grenfell Housing and Training (this organisation had no connection with Grenfell Tower).

Evolve Housing + Support today

Today, Evolve provides housing and support to over 1,300 people impacted by homelessness in London every year. We have over 550 units of supported accommodation across the boroughs of Croydon, Lambeth, Merton, Sutton, and the Royal Borough of Kensington and Chelsea. We know that homelessness, and the causes of homelessness can take many forms, and recognising that, our aim is to deliver personal support built around each person's unique strengths, aspirations and goals. By doing so, we help them move away from homelessness and into independence, for good.

Overview of our services

- We provide supported accommodation for people who need somewhere to live.
- We offer a health and wellbeing service to meet the mental and physical health needs of those staying with us.
- We deliver a work and learning programme to equip people with the skills and experience they need to find jobs and educational opportunities.
- We work with young parents and children to build the skills and resilience that can help prevent homelessness before it starts.



04 Our Culture

People are at the heart of everything we do, and we work hard to foster a culture that reflects this.

It takes a variety of roles to deliver our housing and support, and all kinds of skills and experience are needed. We encourage a culture of openness, collaboration and inclusion across the organisation, because we know that is how we deliver the best possible service to our customers.

We offer competitive salaries across all positions, and an extensive employee assistance programme to support colleagues.

Working at Evolve is also an opportunity to make a real difference to the lives of people across London. Every position is vital in helping us to move people into new homes and new lives after homelessness.

We are:

Honest

We treat homeless, vulnerable people and colleagues fairly, with respect and with an unconditional positive regard.

We enable our customers to play a key role in defining and designing the work we do. We develop managers not to just manage, but to lead their teams.

Inclusive

Optimistic

We don't pass judgement on customer or colleague potential simply based on where they are in their lives at this point in time.

We ensure that customers and colleagues have a solid skills foundation to build their future development on.

Determined



Creative

We provide a pathway of opportunity to support customers and colleagues to achieve their full potential, whatever that may be.

We believe that every customer and colleague has the potential to make significant contributions to the organisation, sector, and community; be that through paid employment or volunteering their time.

Passionate



05 Our Board Members



Paul Infield

Paul joined the Board in January 2019. He is a barrister specialising in family finance law based at chambers in London, a mediator and family arbitrator. He has been involved in voluntary work all his adult life including as a Samaritan volunteer, as chairman of his synagogue, as a member and then chairman of the Board of Visitors of HM Prison Wandsworth and, most recently, as a trustee and then chairman of Suzy Lamplugh Trust.

Abby is a specialist in housing development and regeneration and has held roles in local and national government for over 40 years.

At “One Public Estate”, Abby worked across London Boroughs and with the GLA, to unlock public sector land for homes and transform public services including health and social care.

She has worked on investment and regeneration projects at the Department for International Trade and at the Home’s and Community’s Agency. Abby is a planner by profession and was Head of Built Environment at Thanet District Council and CEO of “Ashford’s Future”. She has also led on several design initiatives.



Abby Raymond



Ana Gonzalez-Iglesias

Ana joined the board in 2023 with a background in finance, real estate and capital markets.

She is currently a Managing Director in the Blackstone Real Estate Debt Strategies (“BREDS”) group. She handles BREDS capital markets activity in Europe and Australia.

Before joining Blackstone, she was an Executive Director at Morgan Stanley focusing primarily on commercial real estate loan originations. Prior to that, she focused on Debt Capital Markets transactions across sectors.

Ana is originally from Spain and has been living in London for over 12 years.



Colin joined the Board in July 2023. For eight years, he was the Chief Executive of Community Links Bromley, a borough-based CVS and Volunteer Centre. He brings experience in achieving executive-level strategy: led/facilitated new social enterprise for Bromley VCSE/secured new contracts; completed new strategy for CLB; and led on numerous successful funding bids.

He has wide experience of managing change leading to innovative solutions for diverse communities, including establishing the innovative, multi-agency Margate Task Force and facilitating complex county-wide partnerships. His early career included roles in regeneration, housing management and development.

He is a Local Government Association (LGA) VCSE Peer, with experience of Peer Reviews and facilitating partnership support (Integrated Care Partnerships; Health and Wellbeing Boards). He also brings experience and skills as a governor (Chair, Interim Executive Board for Bromley Pupil Referral Unit; Invicta Grammar School) and a Trustee (Vice-Chair, West Kent Xtra; Carr Gomm). His qualifications are MBA, Prince 2 Practitioner and BSc (Hons) Town and Regional Planning. He likes playing sports, playing drums in a blues band and culture/travel.



Colin Maclean



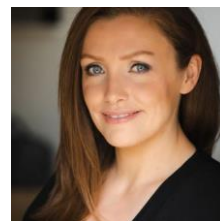
Diana Coman

Diana joined the Board in 2017. She has a background in community engagement, volunteer development, project management and politics, which dates back over 30 years. She was also the Chair, Trustee and Director of Grenfell Housing and Training until March 2017, and is the Chair and Company Secretary for Christchurch Place Limited.

Other roles include being a Trustee and Director of Greenshaw Learning Trust, Chair of Sutton Together, Councillor for Sutton council and standing as a parliamentary candidate for Dorset and London seats.

Rebecca is the Chief People Officer at Softcat plc. She has previously worked in HR and Recruitment roles across the telecoms, IT and film industries. She is passionate about creating highly engaging work environments that enable employees to thrive.

Rebecca lives in London with her husband and young daughter. She loves watching sport and travelling to new places.



Rebecca Monk



Vipani Maini

Vipani is a qualified accountant and has over 25 years of experience in management consulting. He has undertaken numerous programmes related to risk management, revenue generation and operational improvement.

He also has substantial experience working in other charities including the British Heart Foundation and Parkinson's Trust; undertaking projects ranging from business strategy to mentoring senior management.

Vipani currently runs his own coaching business, XtraClarity, providing services to improve resilience and confidence as well as helping organisations improve their employee engagement and work culture.

Simon joined the Board in 2017. Simon has a background in human resources dating back over 20 years and has delivered international grand-scale projects. He was also a former school Governor and the Treasurer and a Board member of Grenfell Housing and Training until March 2017. Other roles include Global Head of Compensation and Benefits for Newedge and Willis and a Compensation Manager for KPMG.



Simon McGrath



06 Role Profile

Property Services Director
Line manager: Chief Executive
Overview of the role

To develop and manage quality homes and services that are attractive, safe, secure and comfortable for clients to live in and enjoy. Play an active role in the overall management of Evolve and the achievement of business plans and growth ambitions. To lead on overall Asset Management and Property services.

Key Responsibilities

- 1. **Regulation & governance**
 - 1.1. Work effectively with the Board to deliver the organisation’s vision, business plans and long-term strategies.
 - 1.2. Ensure all operations meet or exceed the Regulatory Standards set by the Regulator for Social Housing.
 - 1.3. Ensure operations are compliant within financial regulations, standing orders and code of conduct.
 - 1.4. Ensure properties, and services provided to clients conform with building safety regulations and other statutory duties including three high rise buildings over 18 meters.

- 2. **Managing homes and assets effectively**
 - 2.1. Design and manage services that achieve high levels of client satisfaction in terms of product, service and value. Actively engage with clients using multiple channels to ascertain satisfaction levels and the effectiveness of services provided.
 - 2.2. In consultation with clients, improve the information available to them about their tenancies and the services Evolve provides. Explore and develop alternative engagement methods such as options for self-serve through website portal, use of webchat, video conferencing, text messaging and email.





- 2.3. Propose and implement a procurement strategy that fully supports the aims of the business plan and asset management strategy.
- 2.4. Manage and develop a supply chain of professional services and contractors including the in-house facilities team so the services provided are customer focused, of excellent quality and offer value for money.
- 2.5. Review software and hardware in collaboration with colleagues and IT specialists to ensure applications and devices are fit for purpose to fully support delivery of services to customers and achievement of business plan ambitions.
- 2.6. Commission and undertake stock condition surveys as and when required to enable Evolve to maintain its data, forecast its current and future repairing obligations and to assess the performance of the housing stock against the Decent Homes Standard, Housing Health & Safety Rating System and energy performance and carbon reduction metrics.

3. Health & Safety

- 3.1. Regularly review regulations, approved codes of practice and guidance. Update health & safety policies, arrangements, management plans, risk assessments and operational procedures so they are current and fit for purpose.
- 3.2. Ensure statutory obligations are met across all compliance areas including occupational health & safety, construction design and management regulations as well as regulations relating to fire risk, legionella, asbestos, gas, electrics, lifts, estate safety.
- 3.3. Implement and maintain information and document management systems to enable accurate reporting on all areas of compliance to the Leadership Team, Board and Committees.
- 3.4. Ensure there are safe systems of work in place for all operations whether they are self-delivered or provided by external contractors.

4. Maximising growth and targeting investment

- 4.1. Evaluate and develop opportunities to grow the size of the housing stock and expand the range of services provided by Evolve.
- 4.2. Oversee and manage a development pipeline and ensure appropriate checks and controls are in place to achieve value for money and to minimize risk and abortive costs.
- 4.3. Establish active asset management by implementing appropriate IT systems and processes to enable Evolve to evaluate the financial viability and utility value of property assets.
- 4.4. Dispose of property assets that are no longer viable ensuring full market value is realised.
- 4.5. Reinvest capital receipts from property disposals and recycled grant in re-providing housing.



5. Environment & Sustainability

- 5.1. Reporting to Board level to lead Evolve's approach to sustainability, developing strategies and plans and overseeing and co-ordinating activities across the organisation.
- 5.2. Acquire and implement designs and specifications for new developments that achieve net zero carbon standards.
- 5.3. Use condition surveys and other data to establish the energy efficiency and carbon output of the housing stock.
- 5.4. Develop costed plans, specifications, methodology and supply chains for retrofitting Evolve's properties so they are at EPC Band C or better by 2030 and carbon neutral by 2050.
- 5.5. Introduce targets and performance indicators for environmental sustainability, energy efficiency and carbon reduction.
- 5.6. Research and bid for external funding such as Green Homes Grant, Energy Company Obligation (ECO 3 / 4) and Renewable Heat Incentive.

6. Research and development

- 6.1. Research and maintain up to date knowledge on emerging technologies and how they relate to modern methods of construction, retrofitting existing buildings, renewable energy, carbon reduction and electrification.
- 6.2. Research and maintain knowledge on the Internet of Things and how technology can improve the built environment and services provided to clients.
- 6.3. Monitor the construction and building services markets and evaluate emerging methods of procurement to drive improvements in supply chain management and reductions in operating costs.
- 6.4. Maintain knowledge of building safety regulations, regulatory standards and codes of practice to ensure Evolve is proactive in its approaches to health and safety and risk management.

7. Relationship Management

- 7.1. Work in collaboration with others.
- 7.2. Engage proactively and positively with Board members to build effective working relationships.
- 7.3. Represent Evolve at local and national forums and promote Evolve Housing + Support while building effective networks with sector peers and other organisations.
- 7.4. Provide excellent leadership by guiding, motivating, and developing the team to achieve the objectives in business plans and strategies.



8. General

- 8.1. Comply with Evolves' code of conduct, equality and diversity policy and the professional standards and ethics required for the post.
- 8.2. Recruit, induct, manage, train and develop staff and managers as required
- 8.3. Develop and maintain a departmental training plan aligned to the needs and objectives of the business plan.
- 8.4. Prepare budgets and manage expenditure across all asset management and development operations.
- 8.5. Prepare and update business plans, strategies and risk registers.
- 8.6. Prepare and present reports to Leadership Team, Board and Committees.
- 8.7. Undertake any other responsibilities commensurate with the role.

Experience & qualifications

- a) A suitable qualification in building surveying/maintenance or a minimum of five years relevant experience at a senior level.
- b) Hold or be willing to work towards a Level 5 qualification in Housing in line with the Competency and Conduct standards.
- c) Membership of relevant professional body i.e. RICS, CABE, IOCW, CIBSE, CIOB, NEBOSH National Examination Board in Occupational Safety and Health (NEBOSH) or Institution of Occupational Safety and Health (IOSH) qualified.
- d) Relevant management qualification.
- e) Experience of implementing asset management strategies and developing successful investment programmes of works and services.
- f) Proven track record of developing performance in a strategic and compliance environment.
- g) Excellent understanding and analysis of property performance to inform plans to improve the quality of accommodation.
- h) Experience of delivering successful housing capital programmes.
- i) Proven track record, sound knowledge and experience of directly monitoring contractors with a strong focus around productivity, quality, health and safety compliance and cost effectiveness.
- j) Experience of preparing, negotiating, monitoring and managing complex contracts and reporting on, and controlling expenditure of, approved budgets.
- k) Experience of delivering high quality services to customers as part of planned investment and cyclical programmes.
- l) Experience of financial planning and budgetary control.
- m) Experienced in both capital and revenue budgeting and the ability to present and write complex reports for a range of audiences.



- n) Experience of leading and developing high performing teams.
- o) Experience of implementing asset management and compliance IT systems and have a high level of IT literacy, including advanced Microsoft Excel skills.

Knowledge & skills

- p) Sound technical knowledge of the building maintenance and construction industry through previous experience.
- q) Understanding of Government, Regulator of Social Housing and other relevant bodies' requirements and best practice in relation to asset health and safety.
- r) Up to date knowledge of policy issues relating to housing and asset management, e.g. gas safety, asbestos, fire risk assessments, stock condition database.
- s) Ability to create healthy and constructive partnering relationships with all internal and external stakeholders.
- t) Ability to build contractive relationships and communicate effectively with a wide range of people, both internally and externally.
- u) Strong analytical and numeracy skills to ensure accurate and valid data analysis, management and reporting.
- v) Excellent organisational and project management skills.
- w) Ability to organise and prioritise own workload and to work under pressure to tight deadlines.
- x) Ability to negotiate effectively and influence decision making.

Other requirements

- y) Access to car & insured to use for work purposes.
- z) Ability to travel around London and surrounding boroughs.
- aa) Able to attend evening meetings.



08 Key Terms & Conditions

Remuneration

Salary is circa £90,000 pa depending upon experience.

Other benefits

As part of the employment package, we offer a number of additional benefits:

Life Assurance – 4 times salary

EAP Access (YuLife platform)

BUPA Health Cash Plan (basic)

Group Pension – statutory contributions

Annual holiday entitlement

25 days annual leave plus bank holidays, increasing each year to 30 days after 5 years

Working hours and location

37.5 hours per week

Due to the seniority of this post, there is a requirement for flexibility regarding working hours to ensure the full responsibilities of the post are met. Attendance at evening meetings will be required from time to time.

This role operates under a hybrid working model, including from our London based offices and services. We encourage flexible working which would include the ability to work from home up to two days per week.

Probation and notice period

The probation period for the role is 6 months. The notice period after probation is 12 weeks.



09 Key Dates & The Selection Process

Closing date: Thursday 10th April 2025 | 9:00am

We will be in touch to let you know the outcome of your application by COP on Thursday 17th April 2025.

First stage selection:

First interviews: Thursday 24th April 2025 & Tuesday 29th April | via Teams

Longlisted candidates will be interviewed by a Campbell Tickell panel.

We will be in touch to let you know the outcome of this stage by COP Wednesday 7th May 2025.

Final stage selection:

Final interview: Tuesday 13th May 2025 | in person | 16 – 20 Kingston Road, South Wimbledon, London SW19 1JZ

If you are unable to participate on any of the identified dates for interviews or other sessions, please do speak to Campbell Tickell before making an application.



Evolve
Housing + Support

PROPERTY SERVICES DIRECTOR

Circa £90k

London | Hybrid

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You will need to be a skilled residential property professional who can ensure that our resources are used effectively to provide safe spaces that are homes, however temporary, to be proud of. You will be responsible for ensuring our compliance with health and safety and building safety standards and you will help us improve our systems and procedures.

As part of the Executive Team you will help shape our ambitions for the future. This will require energy and enthusiasm and creativity to make best use of our resources. You will be able to work with and support colleagues across the organisation.

To arrange a conversation, please contact:

Isabella Ajilore | Search Consultant

Isabella.Ajilore@campbelltickell.com | 07572 166417

Download a pack from <http://www.campbelltickell.com/>

Job Closes | Thursday 10th April 2025 | 09:00am

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