

Director of Property Services Recruitment Pack

Contents:

Page 2	Welcome
Page 3	Application Instructions
Page 4	Staff Structure
Page 5	Job Description
Page 10	Person Specification
Page 12	Key Terms and Conditions
Page 13	Fair Processing Notice



Welcome Letter from the Chief Executive

Dear Candidate,

Thank you for your interest in joining Ochil View Housing Association.

At Ochil View, we are proud to provide high-quality homes and services across Clackmannanshire and West Fife, supporting individuals, families, and communities to thrive. Based in Alloa, our organisation has a strong reputation for putting people first and delivering services that make a real difference to the lives of our tenants and customers.

Everything we do is guided by our core values: being **open, transparent, responsive, and trustworthy**. These values shape our relationships with tenants, partners, and colleagues alike, and underpin our commitment to continuous improvement and excellent customer services.

As we look to the future, we are seeking a talented, motivated, and values-driven Director of Property Services, who shares our passion for housing, community wellbeing and making a positive impact. Ochil View offers the opportunity to contribute to meaningful work within a supportive and collaborative environment.

You can find out more about us at www.ochilviewha.co.uk. I hope this, and the recruitment pack give you a flavour of our organisation, our ambitions, and the role you could play in helping us achieve them. Thank you for considering a career with Ochil View Housing Association. We look forward to learning more about you.

Yours sincerely,

Anne Smith

Chief Executive

Ochil View Housing Association Ltd.

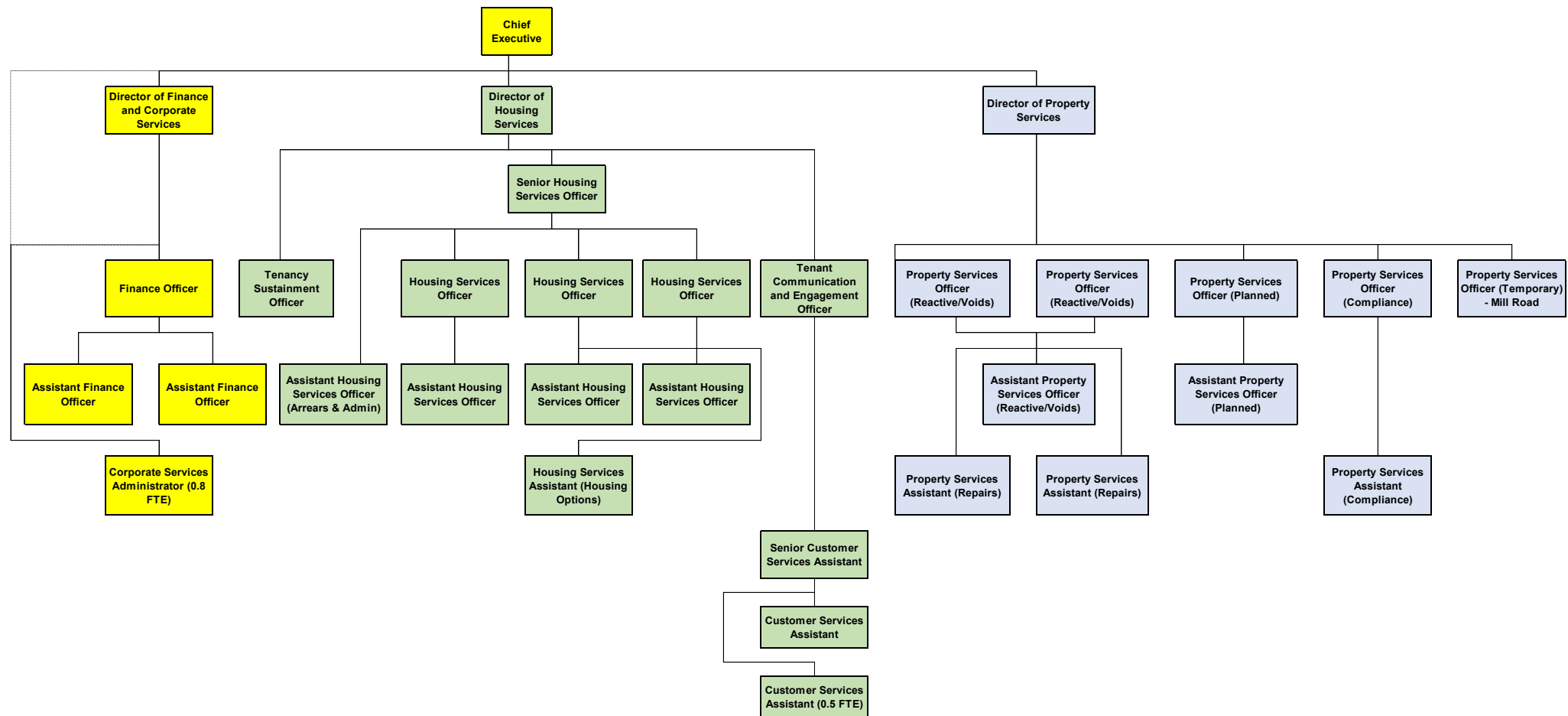
Application Instructions:

Fully complete the Application Form (with reference to the Person Specification in the Recruitment Pack)

Complete the Equal Opportunities Monitoring Form (not mandatory)

Return both documents to: kate.oliver@ochilviewha.co.uk by the application deadline (Monday 10th August, 5pm)

STAFF STRUCTURE



JOB DESCRIPTION

POST:	DIRECTOR OF PROPERTY SERVICES
SALARY SCALE:	SM 8 -10 (£68,272 to £71,794) Car allowance (£1,795 per annum)
ACCOUNTABLE TO (AND LINE MANAGED BY):	CHIEF EXECUTIVE
LINE MANAGEMENT RESPONSIBILITY FOR:	4 Property Services Officers 2 Assistant Property Services Officers 3 Property Services Assistants
DEPARTMENT:	Property Services
PURPOSE OF THE POST:	Reporting directly to the Chief Executive the Director of Property Services is responsible for: • Overseeing the development of a first class, customer focused property management service • Developing strategy, policies and procedures that ensure services are delivered in line with legislation, regulatory requirements and good practice The post holder requires effective leadership skills, sound knowledge of property and asset management legislation and good practice, excellent inter-personal and communication skills, and the ability to develop and maintain good working relationships at all levels.

Duties and Responsibilities

1.0 PROVISION OF A QUALITY SERVICE

- ✓ Responsible for the provision of a first-class service to tenants, sharing, and factored owners
- ✓ Promote good customer relationships and encourage tenant feedback in all aspects of the department's work.

2.0 GENERAL

- ✓ Supervise and direct the day to day running of the Property Services department and coordinate efforts towards meeting the Strategic and Operational Performance objectives set out in the Property Services Departmental Plan
- ✓ Ensure the Property Services team is suitably resourced with qualified, skilled staff who are up to date with current regulatory and legislative requirements.
- ✓ Monitor and regularly review the Association's Property Services policies and procedures, including the Landlord Safety Manual, to ensure that they reflect best practice, legislative and regulatory compliance, and are fully understood and properly implemented by relevant staff.
- ✓ Prepare reports and present those reports at meetings of the Board of Management or sub-committees as required.

3.0 COMPLIANCE

- ✓ Ensure that all property health and safety legislation, requirements and responsibilities are met in the Association's properties, including in relation to gas, fire, electrical, lift safety, asbestos, legionella and damp and mould.
- ✓ Ensure efficient delivery of compliance-related programmes and effective management of the contractors delivering them.
- ✓ Ensure that all health & safety related inspections or assessments are undertaken in line with legal requirements or best practice, and that any remedial works identified are monitored and completed on a timely basis.
- ✓ Ensure that all compliance monitoring data is accurate and up to date.
- ✓ Identify and action compliance risks and ensure measures are in place to mitigate the exposure to risk.

4.0 REPAIRS AND OTHER PROPERTY SERVICES CONTRACTS

- ✓ Ensure that contracts are in place that deliver high quality and responsive reactive repairs and other services to tenants and other customers.

- ✓ Deliver a programme of service contracts, cyclical and planned maintenance work to maintain our properties and any common areas properly.
- ✓ Ensure maintenance works to empty properties are undertaken timeously and keep any rent loss to a minimum.
- ✓ Ensure empty properties are inspected and repaired in accordance with the Lettable Standard

5.0 PROCUREMENT AND CONTRACT ADMINISTRATION

- ✓ Ensure all work is procured and awarded in line with the Association's Corporate Procurement Policy, relevant procurement legislation, and best practice.
- ✓ Ensure that all contractor records and documentation are up to date, including insurances and employee training/qualifications where appropriate.
- ✓ Ensure that there are appropriate quality checks in place for contracts, to ensure that work is being completed to the required standard.
- ✓ Ensure regular meetings are held with key contractors to discuss performance and other matters, and that these meetings are recorded/documented.

6.0 ASSET MANAGEMENT AND PLANNED MAINTENANCE

- ✓ Budget, plan , implement and monitor the asset management activities of the department and associated budgets.
- ✓ Ensure stock condition surveys are conducted, collated, and recorded so that asset information is updated accurately.
- ✓ Ensure that the information held on assets and components is up to date and accurate
- ✓ Provide the Director of Finance and Corporate Services with accurate information about asset/component replacement costs and life cycles/timings for budget and long-term forecasting purposes.
- ✓ Liaise with the Scottish Government about grant funding for medical adaptations, submit funding applications and ensure a programme is in place to identify, procure and progress these works.

7.0 FINANCIAL AND BUDGETARY CONTROL

- ✓ Ensure that programmes of work are delivered to budget and provide value for money and customer satisfaction.
- ✓ Approve invoices for payment in line with designated approval limits.
- ✓ Prepare the budget for the Property Services department for all property-related budget areas (including reactive, void, and planned maintenance, services, and component replacements) for discussion with the Director of Finance and Corporate Services
- ✓ Provide information as and when required on spend v budget to assist the Director of Finance & Corporate Services prepare monthly management accounts.

8.0 FACTORING AND SHARED OWNERSHIP

- ✓ Maintain detailed records of properties which are factored by the Association or in shared ownership, arranging for regular inspections in accordance with the Association's policies.
- ✓ Prepare a schedule of works and costs for sharing owners/owners in accordance with deed of conditions and obtain necessary consents to instruct work.
- ✓ Consult with the relevant staff where necessary on factoring/shared ownership issues and the preparation of invoices.

9.0 STATISTICAL AND PERFORMANCE INFORMATION

- ✓ Complete the property maintenance aspects of the Annual Report on the Charter (ARC)
- ✓ Complete monthly/quarterly reports in terms of the Association's strategic and operational performance indicators
- ✓ Respond to requests for statistical information from local and central government, Scottish Housing Regulator etc.

10.0 RIGHT TO REPAIR

- ✓ Ensure the Association's Policies on Right to Repair and Right to Compensation are adhered to.

13.0 ESTATE MANAGEMENT

- ✓ Ensure there is a suitable programme of estate inspections in place to monitor the safety and upkeep of the Association's schemes, and ensure remedial actions are identified are progressed and completed.
- ✓ Monitor the Association's achievement of the Estate Management Policy, consulting with relevant colleagues and external agencies where necessary.

14.0 CORPORATE MANAGEMENT

- ✓ Provide cover in the Chief Executive's absence as and when required.
- ✓ Take executive control of the implementation of the Landlords Safety Manual for property services policies, as described in the Landlord Safety Manual.

- ✓ To introduce and implement effectively, new initiatives, policies and procedures relating to the functions of the Department as appropriate, to meet departmental initiatives or legal/regulatory requirements.
- ✓ To be an active effective member of the Senior Management Team, contributing to the overall agreement and promotion and development of the Association's aims and objectives in the short, medium, and long term.
- ✓ To interpret existing and proposed legislation as it affects all issues relevant to the Department and to report to the Senior Management Team/Board of Management on possible effects.
- ✓ To participate in, and contribute to, activities and services which enhance the delivery of the Association's wider economic and social objectives.
- ✓ To develop and maintain effective and appropriate external working relationships and to represent the Association on relevant external committees or working groups as required.

14.0 OTHER DUTIES

- ✓ Maintain appropriate technical information and keep up to date with building safety and maintenance legislation and best practice to ensure that the department's policies and procedures reflect best practice, legal and regulatory requirements and to ensure continued professional development.
- ✓ Investigate and authorise where appropriate tenant/owner requests to undertake alterations to their properties.
- ✓ Ensure that relevant files and records are kept up-to-date and in accordance with current GDPR and FOI legislation and respond to requests from the Director of Finance and Corporate Services
- ✓ Oversee response to complaints and ensure continuous improvement in the department's work.
- ✓ Develop and maintain a high level of knowledge of the Association's IT systems in relation to the Property Services department's responsibilities.
- ✓ Attend evening meetings as requested by the Chief Executive or Board of Management.
- ✓ Identify and attend any training courses, seminars, focus groups, forums or conferences necessary to ensure Property Services staff keep up to date with best practice, legal and regulatory requirements.
- ✓ Co-ordinate the preparation of the Property Services Departmental Service Plan.
- ✓ Produce ad hoc reports as required.
- ✓ To uphold the Association's Equality and Human Rights Policy and Investors in People status.
- ✓ Promote health and wellbeing within the organisation and celebrate successes.
- ✓ Undertake any other duties at the request of the Chief Executive or Board of Management.

PERSON SPECIFICATION

This person specification acts as selection criteria and gives an outline of the types of skills and characteristics required to carry out this post.

Essential - without which candidate would be rejected

Desirable - will be used for differentiating between candidates

Please refer to the essential and desirable criteria when completing your Application Form and provide examples of how you meet these.

Post	DIRECTOR OF PROPERTY SERVICES		
CRITERIA	DETAILS	ASSESSMENT	
		ESSENTIAL	DESIRABLE
Education / Qualifications			
	Professional, Technical, or other construction related qualification (e.g., CIOB, RICS etc)		Yes
Experience			
	Substantial experience within a development, maintenance or property department of a housing association, local authority, or relevant business	Yes	
	Monitoring and managing performance in a compliance environment	Yes	
	Effectively planning and controlling delivery of service / maintenance contracts and projects/programmes	Yes	
	Procurement, contract management, and managing contractor performance	Yes	
	Managing budgets and forecasting expenditure	Yes	
	Providing frontline services to customers	Yes	
	Managing complaints processes		Yes
	Experience of policy and procedural development in the delivery of a maintenance function	Yes	
	Preparing investment plans based on stock condition data and other factors		Yes
	Competent user of Microsoft Office packages including Word and Excel	Yes	
	Track record in leading a property services team and developing people to deliver a high-quality service		Yes
Skills			

	Ability to control and deliver projects/works to cost, quality and time	Yes	
	Ability to understand and interpret relevant legislation	Yes	
	Ability to demonstrate strategic thinking and planning	Yes	
	Excellent organisational and communication skills	Yes	
	Ability to set up, monitor and maintain records	Yes	
	Ability to work under pressure and keep to tight deadlines	Yes	
	Ability to work on own initiative as well as part of a team	Yes	
	High level of skill with IT systems	Yes	
	Ability to effectively assess risks	Yes	
	Ability to negotiate and influence others	Yes	
	Excellent report writing and presentation skills	Yes	
	Leading, managing and motivating a team	Yes	
Knowledge			
	Knowledge of the technical aspects of housing repairs, construction, and contract management	Yes	
	Knowledge of landlord health and safety requirements /legislation	Yes	
	Understanding of client / consultant / contractor roles and responsibilities	Yes	
	Understanding of contracts, contractual obligations, and enforcement	Yes	
	Knowledge of the Scottish Housing Regulator's Annual Return on the Charter		Yes
Personal Attributes			
	Ability to effectively organise, prioritise and manage multiple projects/workloads with different activities, at different stages	Yes	
	Have a positive attitude to customer service and to provide a good public image of the Association	Yes	
	A flexible and adaptable approach and committed to continuous improvement	Yes	
	Commitment to the Association's goal, values, and objectives	Yes	
	Proactive and highly motivated to excel in the role	Yes	
Other			
	Access to a car and full current driving licence	Yes	
	Ability to attend meetings / events out with normal work hours	Yes	

Key Terms and Conditions of Employment

Ochil View Housing Association Ltd is a full member of Employers in Voluntary Housing (EVH) and we adopt their terms and conditions and salary structure. The key terms and conditions for the role of Director of Property Services are:

- ✓ Place of Work Ochil House, Marshall, Alloa FK10 1AB
- ✓ Salary EVH Grade 9 SM8 – SM10
£68,272 - £71,794
- ✓ Car User's Allowance £1,795 per annum
- ✓ Hours of Work 35 hours per week, Monday to Friday
- ✓ Holiday Entitlement 40 days per annum incl. public holidays
- ✓ Pension Scheme SHAPS CARE 70th Defined Benefit
or
SHAPS Defined Contribution Scheme
(Employee Contribution 5%, Employer Contribution 13.25%)
- ✓ Probationary There is a 6-month probationary period.

Separate to the terms and conditions of employment, the Association currently operates the following flexibilities, subject to there being appropriate office cover:

- Remote Working: Up to 1 day per week
- Flexible Working 4-day week (compressed hours)
9-day fortnight (compressed hours)
Flexitime (7am-7pm)

JOB APPLICANT FAIR PROCESSING NOTICE

Introduction

The purpose of this job applicant fair processing notice is to explain to you the reasons why we hold and use your personal data and explain your rights under the current data protection laws. We are committed to being transparent about how we collect, use, retain, and meet our data protection obligations with you. As the recruiter we will collect and process personal data relating to you to conduct our recruitment process. This notice explains how and why we will do this.

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide the information.

We are the data controller, which means we are responsible for deciding how we hold and use your personal information. We will collect, use, and retain your personal information in the context of the recruitment process and your rights in relation to your personal information. We may amend this notice at any time.

Data Controller [Ochil View Housing Association Ltd]

We are registered as a data controller with the information commissioner.

Data Protection Officer

We have appointed a Data Protection Officer (DPO) who ensures we comply with data protection laws. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at ochilviewdpo@infolawsolutions.co.uk; telephone on 07852 905 779; or writing to: Data Protection Officer, Ochil View Housing Association Ltd, Ochil House, Marshall, Alloa, FK10 1AB.

Where does your personal information come from?

The organisation may collect this information in several ways which include:

- Recruitment processes including information obtained from you or other agencies which includes:
 - Name, address, email address, telephone number
- Your identification documents you have given us and your proof of eligibility to work in the UK
- Background checks conditional for your engagement with us
- PVG/Disclosure/DVLA checks relating to criminal convictions/offences/qualifications
- Current and former employers or other individuals whom you have given us permission to contact to provide us with a reference. This data will include:
 - Dates of employment
 - Job Title(s) held
 - Summary of duties and responsibilities
 - Salary on leaving

What Information do we collect?

The organisation controls and processes a range of information about you. In this fair processing notice “your personal information” means your personal data i.e. information about you from which you can be identified. Your ‘personal information’ does not include data where your identity has been removed (anonymous data). It is important that the personal information we hold on you, and process, is accurate and up to date. Please keep us informed if your personal information changes.

This includes:

Your name, address, and contact details including email address and telephone number.

- Details of your qualifications, skills, experience, and work history, including start and end dates with previous employers and workplaces
- Information about your remuneration, including entitlement to benefits such as, pay, pension and holidays
- Information about your nationality and entitlement to work in the UK
- Information regarding whether if you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process
- Equal opportunities monitoring information [collected and retained anonymously]

The data we hold on to you will be stored electronically in accordance with our retention policy.

Processing Personal Data

As an organisation we will process data in accordance with the following legal grounds:

To Enter into a Contract with you:

We need to process the data we hold on to you in order that we comply with our obligations with you under the contract we have with each other. This includes:

- Contacting you regarding the recruitment process and any offer of work
- Deciding on any subsequent appointment
- Obtaining references if you have accepted an offer of work from us
- Determining the terms of any potential contract between us
- The need to process your data to enter into a contract of employment with you

Legal Obligations:

We are required to

- Obtain checks regarding your right to work in the UK,
- Make a decision regarding the recruitment and any subsequent appointment
- Seek health information to make reasonable adjustments to allow you to attend an interview and comply with employment related law.

Legitimate Interests:

We are also required to process your data in accordance with our legitimate interests during and after the recruitment process to:

- Run recruitment and promotion processes, and select and offer a suitable candidate, worker, or contractor a role with our organisation.
- Obtain references from whom you have given us contact details of; and
- Respond to and defend against legal claims
- Confirm personal membership of professional organisations in relation to the role you are applying for
- Conduct any regulatory checks and/or statutory check/requirements in relation to your engagement with us
- Carry out equal opportunities monitoring to review our equality of opportunity practices

Information regarding Criminal Convictions

To enable us to make recruitment decisions and assess suitability for particular work, we may process information about criminal convictions and offences (including alleged offences), through appropriate mechanisms such as PVG Scheme and Disclosure Scotland.

We may process this information to enter a contract with you, to comply with a legal obligation, for our legitimate interests (in selecting suitable employees, workers, and contractors), and to exercise or perform employment law rights or obligations.

Access to Data and Security

In order to process your data in accordance with the grounds stated above the following will have access to your data:

Internally:

- Those involved in the recruitment process
- The line manager in the business area of the vacancy

Third parties:

We may share your personal information with the following third parties if this is required by law; necessary to enter a contract with you; where there is another legitimate interest in doing so; or where it is necessary to protect your vital interests or those of another person.

- For the purposes of pre-employment checks; current and former employers, disclosure, and PVG
- Our professional advisors
- Any other third parties as necessary to comply with your contract of engagement and our legal and statutory obligations with third party organisations.
- Other third parties as necessary to comply with the law.

We will not share your information outside of the UK.

Your Rights

As a data subject, you have rights, as follows:

- To be informed of the personal data we hold on to you
- To access and obtain a copy of all your personal data on request
- To require the organisation to change incorrect or incomplete personal data

- To require the organisation to delete or stop processing your personal data e.g. where the data is no longer necessary for the purposes; and object to the processing of your data where the organisation does not require to process it
- Object to the processing of your data where the organisation is relying on its legitimate interests as the legal grounds for processing.

If you would like to exercise any of the above rights, please contact us. If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner.

Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes for which we collected it, including to satisfy any legal requirements.

If your application is unsuccessful the organisation will retain your application for a period of six months , in accordance with our retention policy.

If you start work with us following the recruitment process, we will give you a copy of our Worker Privacy Notice and will retain your personal information as detailed in the notice.

Automated Decision Making

Decisions are not based on automated decision making.