



Director of Housing & Operations

Recruitment Pack



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Welcome

Dear Applicant

Thank you for your interest in the role of Director of Housing & Operations. I hope the information contained in this pack provides you with a feel for the Association and our staff team, who are passionate about what they do in the knowledge that they make a positive difference within the Orkney community. This is your opportunity to see if this is the role for you, through discussions with either ourselves or our recruitment partner, Aspen.



The Association is currently delivering the 2nd year of our ambitious 3 year Business Plan. Priorities include keeping rents affordable for our residents whilst maintaining our stock to a high and energy efficient standard.

We are looking for an exceptional and experienced housing professional to join us, bringing a wealth of knowledge and experience to the role. It is important that our Director of Housing & Operations has a customer-centred approach, is a strategic thinker, has great people skills and can consistently lead, motivate and empower our team. We need and want someone joining us who is excited and enthused about making a positive difference for our tenants and can achieve both the best from themselves and their staff team.

You will provide leadership in all aspects of Housing Management, and work along with our Building Services Manager to oversee broader services.

If after reading the advert and job role details, you are interested in finding out more and feel you could make a positive impact on our organisation within this Leadership Team role, we would love to hear from you. If an informal discussion before applying might be useful, please get in touch.

Craig Spence
Chief Executive

About the Orkney Islands

We are privileged to deliver our services in one of the safest, most vibrant and welcoming places in the country, offering the perfect work/life balance.

Orkney is an archipelago of 70 islands, of which 17 are inhabited. With views as far as the eyes can see, stunning beaches and hundreds of miles of coastline, you'll always find your own space to explore. Orkney has a population of approximately 22,500 and lies between the most northerly tip of mainland Scotland and the Shetland Islands.

Our islands offer unique wildlife, amazing scenery, rich history, fascinating archaeology and real opportunity to experience a wide range of cultural and sporting activities. There is something for everyone; state-of-the-art leisure facilities, various clubs and societies, and excellent education and healthcare systems, all of which contribute to our strong community, offering a genuinely wonderful place to live. It is no surprise therefore, that Orkney has been consistently voted one of the best places to live in national lifestyle surveys.

You can fly to Orkney from a number of mainland Scotland airports, with connections to London - or travel by ferry from Aberdeen, Gills Bay or Scrabster. The smaller Orkney islands themselves are well-connected by inter-island ferries and/or flights from Kirkwall Airport on Mainland Orkney.

From energy innovation and entrepreneurship, to a stunning natural environment and creative spirit, Orkney truly is a place that offers something for everyone. Find out more at Orkney.com.



About Orkney Housing Association Limited

Orkney Housing Association Limited is the only Housing Association operating within the Orkney Islands. We are a charitable not-for-profit organisation established in 1985, governed by our voluntary Management Committee who combine their skills and experience to help make the best decisions for the homes we provide, the services that we deliver to our residents and the people we employ.

We provide high quality housing and responsive customer services to ensure that we place our community and people at the heart of all that we do.

We currently manage 846 rented and 129 shared ownership properties, continuing to build new homes to meet housing demand in the county.

A current focus is mitigating the cost-of-living crisis for our residents which is challenging, whilst also dealing with the Association's increased operating costs.

We have recently been successful in attracting support from the Scottish Government's Social Housing Net Zero Heat Fund, which has allowed us to move forward with some non-planned, fabric first works on a handful of small schemes, including some of the remotest estates.

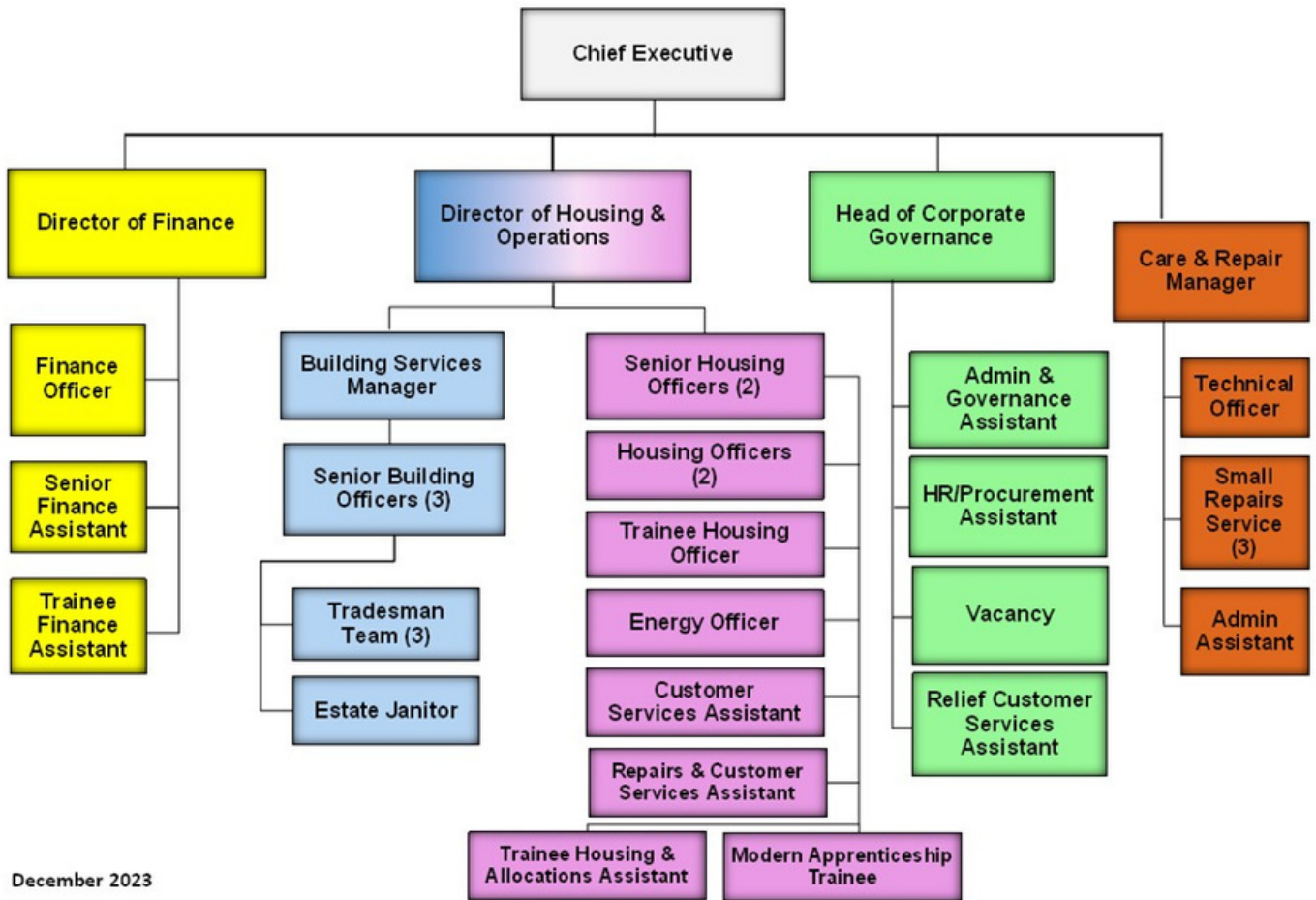
We are about to embark on consultation with our residents regarding the 2024/25 rent setting process, following which a final decision will be made by our Management Committee in early 2024.

More general information about the Association is available on our website, including:

- [2022-25 Business Plan](#)
- [2023 Annual Report](#)
- [2023 Annual Accounts](#)



Organisation Chart



Our Mission

Across the Association there is a real shared understanding of, and commitment to, what we are here to do:

“We will provide good quality affordable homes and services for the benefit of the people and community of Orkney.”

Our Corporate Outcomes

**A Great Place to Work
Great Customer Service
Contributing to a Sustainable Community and Society**

Our Values

We are very much embedded within the Orkney community, and much of our approach to how we do business reflects our historic approach within the community. Our “5 I’s” are the principles we live by:

Impact: We deliver homes and services which meet the needs of, and have a positive impact on, our customers and the community.

Involve: We involve staff, tenants and stakeholders, listening to them and ensure their input is valued and considered.

Intent: We are clear what we are doing, and communicate effectively with our customers and our community, so that we each understand expectations.

Integrity: We act with the highest standards of integrity and respect, working within the Regulatory Standards.

Improve: We seek out and take opportunities to improve, through training, efficiencies, benchmarking, sharing and learning.

Our Vision

By doing all of this, we believe that we will deliver our long-term Vision that we will be:

“Recognised across the country as a leading Housing Association that provides quality affordable housing”

Role Details

Director of Housing & Operations

Salary:	£62,771 to £67,332 (includes annual Distant Islands Allowance, £2,297 & non-pensionable Car Allowance, £1,549)
Contract:	Permanent; Full-Time
Hours:	35 Hours per week
Reporting to:	Chief Executive

- Your place of work will be at Orkney Housing Association Limited, 39a Victoria Street, Kirkwall, Orkney, KW15 1DN.
- Core hours are 9am-5pm, Monday to Friday, though we operate with a Flexitime Policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 25 annual and 15 (fixed) public holidays.
- This post attracts an Essential Car User allowance (as detailed above) plus 45p per mile driven on Association business.
- Salaries are paid monthly in arrears by bank credit transfer on the 28th of each month (or earlier if the 28th falls on a weekend or public holiday).
- All appointments are subject to a 6-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- This appointment will also be subject to receipt of a satisfactory Disclosure Check.
- Your notice period is 4 weeks whilst on probation then 13 weeks thereafter.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.
- The Association will pay reasonable costs incurred in connection with in-person interviews.
- A relocation package is available.

JOB DESCRIPTION

Statement:

You will work in a way that shows genuine commitment to providing a great quality of service for people accessing our services. This will mean demonstrating by word, action and measurement, that the views and opinions of customers are taken into account in all aspects of service delivered by you, or by those whom you manage. You will also contribute actively to the Association's "one business" approach to working with colleagues in different parts of the organisation.

Objectives:

To ensure the Association operates in a way that:

- delivers the strategic aims and objectives in ways that are innovative, proactive and effective;
- maintains high standards of governance, decision making and financial control;
- achieves the best possible standards of services and customer satisfaction, delivering quality housing and repairs services in a courteous and efficient manner;
- provides effective leadership for staff and promotes a culture of professionalism and integrity.

Reporting to:

- Chief Executive.

Staff Managed:

- All Housing & Customer Services and Development & Properties staff.

Responsibilities:

- Provide expert advice and leadership to colleagues and Management Committee in all areas of Housing law and Housing Management.
- Ensure the provision of a comprehensive package of tenancy support measures to focus delivery on tenancy sustainment.
- Provide line management, coaching and leadership to all staff in the Operations Directorate.
- To drive business and service transformations to achieve continued excellence, efficiency and improved customer service.
- To oversee the management of the Association's assets, people and resources under your control, ensuring they are utilised to the best advantage and adequately safeguarded.
- To ensure accurate collection of data throughout the year, delivering timely and accurate ARC data submissions.
- Ensure all policies and procedures within your areas of responsibility are reviewed, updated and used effectively.
- To be active and collaborative in supporting the Chief Executive and Leadership Team in developing and delivering the Association's strategic and operational plans.
- To deputise for the Chief Executive as required.
- To work with the Director of Finance to provide strategic leadership for the review and transformation of the Association's land and property portfolio, ensuring the portfolio delivers maximum capital, financial and social benefits whilst enabling effective delivery of frontline services to meet the needs of customers.
- To lead on delivering maximum benefit from our Digital investments.

Key Tasks:

- Direct the Association's performance in all areas of Housing, Customer Service, Development, Properties and Repairs activity, and report to the Chief Executive or Committee as appropriate.
- Assist with the development of new initiatives and business opportunities which support and enhance the delivery of the Association's core aims and objectives.
- To effectively manage staff reporting directly to yourself and, through them, the teams under your control to ensure team building, performance monitoring, motivation, communication, induction, training and development, regular mentoring and support, and the implementation of appropriate action in the case of poor performance.
- Ensure that policies and procedures within areas managed are appropriate, used effectively and updated as required.
- Lead the management, development, performance and continuous improvement of all property related activities including Property Management, Property Development, Asset Management, and Environmental and Energy Management.
- Ensure the Association has clear, up-to-date and robust strategies and plans for all properties including a corporate asset management strategy.
- To ensure proper monitoring and delivery of the Association's stock investment programme.
- Review and effectively manage the procurement of all goods, services and contracts to ensure cost effective purchasing, and greater efficiency.

Authorities:

- Responsibility for procurement and other authorities in line with the Procurement Policy and Scheme of Delegations.
- Authorities of the Chief Executive when deputising.

Other Duties:

- Member of the Association's Leadership Team.
- Compliance with the Data Protection Act (2018 and its successors) & UK GDPR.
- Any other duties consistent with the post as may be required to achieve the Association's overall business objectives.

Specific Conditions of Post:

- 35-hour week within office hours 9 am - 5 pm (one hour lunch break) Monday to Friday. Exact regular hours to be agreed.
- Requirement to attend meetings and events outwith normal office hours including travel outwith Orkney.
- Essential Car User.

PERSON SPECIFICATION

Post Title: Director of Housing & Operations

Criteria	Essential	Desirable
Training & Education		
<ul style="list-style-type: none"> Educated to degree level and/or hold an appropriate level of qualification and experience. 	✓	
<ul style="list-style-type: none"> Professional membership of a relevant, recognised body eg CIH. 		✓
<ul style="list-style-type: none"> A professional qualification in Social Housing such as a post-graduate diploma in Housing. 		✓
Skills & Abilities		
<ul style="list-style-type: none"> A commitment to a customer centred approach, a flexible, confident and assertive manner. 	✓	
<ul style="list-style-type: none"> Excellent written and verbal skills including report writing and presentation. 	✓	
<ul style="list-style-type: none"> A strategic thinker who can influence, develop and formulate strategy, policy and implementation plans which result in successful outcomes. 	✓	
<ul style="list-style-type: none"> Excellent project and operational management skills to meet demanding personal and team deadlines, ensuring all work is prioritised and delivered on time. 	✓	
<ul style="list-style-type: none"> Ability to consistently and supportively lead, motivate and empower a multi-disciplinary staff team. 	✓	
<ul style="list-style-type: none"> Demonstrate excellent IT skills relevant to the post/job description. 	✓	
<ul style="list-style-type: none"> Ability to work under pressure to meet deadlines, using initiative to make decisions and displaying strong planning, organising and administrative skills. 	✓	
<ul style="list-style-type: none"> Ability to build positive and effective relationships with both internal and external stakeholders. 	✓	

Experience		
• Several years of experience in a senior housing role.	✓	
• Successfully monitoring and reporting organisational performance in line with regulatory guidance.	✓	
• Preparation, promotion and implementation of business plans and other strategic processes, eg consultations, tenders and experience of leading services to deliver to corporate plans.	✓	
• Understanding at a leadership level of risk management and business planning.	✓	
• Reporting to groups/committees at board level, eg preparing and presenting papers.		✓
• Using different methods of engaging customers in service improvement.		✓
• Experience of training, developing, supporting and empowering staff members.		✓
Knowledge		
• Excellent working knowledge of the Housing Sector and up to date knowledge of housing associations regulatory and legal requirements, particularly across housing management functions.	✓	
• Understanding and using different ways of working with customers, to improve services.	✓	
• Understanding of Repairs and maintenance terminology and standards.		✓
Other Requirements		
• Respect for others and a commitment to equal opportunities.	✓	
• Flexibility to work out with normal office hours.	✓	
• Commitment to continuous improvement and quality in all aspects of work.	✓	
• Highly motivated with the ability to work under pressure with changing circumstances and demands, while maintaining professionalism and productivity.	✓	



Fair Processing Notice

Orkney Housing Association Limited

JOB APPLICANT

How we use your personal information:

Orkney Housing Association is known as a “Controller” of the personal data provided to us and is registered with the Office of the Information Commissioner (Z4942508). We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the UK GDPR and Data Protection Act 2018 (the 2018 Act), together with any domestic laws subsequently enacted.

The information we collect from you will primarily be basic personal and contact details required to carry out our major functions as a social housing provider, however there are occasions where we are required to collect data of a more sensitive nature and this will be treated with the appropriate level of confidentiality.

If you have any questions relating to this notice and our privacy practices you should contact our Head of Corporate Governance, who is the central point of contact for GDPR purposes, by email dataprotection@ohal.org.uk or by calling the office on 01856 875253.

The personal information we may collect about you includes:

- Personal Details: name, addresses and date of birth;
- Contact Details: home phone number, mobile number, and email address;
- Further Details: NI number, gender, ethnicity, disability, age range, signature;
- Employment and Education history;
- Employment Application Details: asylum status, criminal record declaration, potential conflicts of interests, professional qualifications and memberships.

We may also record factual information whenever you contact us or use our services, as well as information about other action we take, so we have a record of what happened.

We will not collect any personal data from you that we do not need.

We need your personal information to:

- Meet our legal and statutory obligations including information we have to provide to regulators and statutory authorities;
- Reach and communicate a recruitment decision and produce an offer of employment where appropriate.

Sharing of Your Information:

All personal data we process is processed by our staff in the UK. We sometimes need to share personal information with other organisations, however, where this is necessary we are required to comply with all aspects of the UK GDPR. Even when this is required, we only share data within the UK. We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

In the event of an offer being made we will request references from your named referees and will not share your personal information. We are required to share information with statutory bodies governing finance and housing sectors or for auditing and inspection purposes. However, this will be restricted to the actual information required and will mainly be viewed within the Association’s office, with strict permission set on our electronic file system to ensure use is controlled. We will also encrypt and limit the content of any files that do have to be sent either electronically or otherwise.

Special Category Data:

There are certain occasions where it will be necessary to perform our functions as a social housing landlord for us to share information containing special categories of data. Currently the only sensitive information we share is ethnic origin, disability, gender and age range which is reported as a statistical breakdown of job applicants only, not including any actual personal data.

Third Party Access:

Any 3rd party who the Association gives access to our electronic files is called a Data Processor as they are processing data on our behalf. Although the Data Controller and Data Processor are two separate entities, we are required to ensure all 3rd party access is given in compliance with all UK GDPR principles, and to this effect will have a 3rd party access agreement in place. Only IT maintenance/support contractors, and auditors are given controlled access to our electronic network for reasons of security, maintenance, or any specific purposes outlined in their 3rd party agreement.

Storage of Your Personal Information:

The Association is committed to holding your personal information securely. This means only those staff that need to see it have access. Where we store your personal information and can do so solely on computers we will, however there will be cases where we have paper copies instead, or in addition to this. All computers are kept in secure locations and are password protected. Electronic files kept on the shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it. Paper files containing personal or sensitive information are kept in locked drawers, cabinets or rooms. Our computer systems are located at our offices in Victoria Street.

We occasionally may use computers or laptops offsite, however these are at all times secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed securely.

Your Rights:

You are entitled to request a copy of any personal data we hold of yours. If any of the information we hold is incorrect you may request to have it corrected or deleted. You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Head of Corporate Governance who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office:

The Information Commissioner's Office -
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone – 0303 123 1113

Should an offer of employment be made a copy of the Employee Fair Processing Notice will be provided.

How to apply

To apply for this post, please upload your CV and covering letter detailing how you meet the essential criteria for the role, to our recruitment partner, Aspen via their website - **APPLY HERE**.

For a confidential discussion regarding the role, please contact David Currie or Danielle Cairney (Aspen) on 0141 2127555 or Craig Spence, OHAL's Chief Executive, 01856 875253 ext 701 or email craig.spence@ohal.org.uk.

Closing date for applications is 12 noon on Monday, 22 January 2024.

Following this, shortlisted candidates will be contacted and invited to attend a two-stage recruitment process with the Selection Panel as follows:

Stage 1: Thursday 1st or Friday 2nd February remote, structured but semi-formal question and answer session over Microsoft Teams.

Stage 2: Monday 12th February; in-person presentation and formal interview in the Association's office in Orkney.

Thank you and good luck with your application.



*Orkney Housing Association is committed to Equal Opportunities in Employment.
Scottish Charity No: SC031734*

www.ohal.org.uk