Director of Development and Property

Recruitment Pack February 2020
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Welcome from the Chief Executive

Dear Candidate

Thank you for taking an interest in the role of Development and Property Director. We support our people to succeed. If you’re successful, I’m confident that you’ll see we provide a great working environment, the warmest of welcomes and you’ll feel valued as part of an exceptional team. We’re a team that chooses to be positive. Getting the right work/life balance for our people is a must and part of this commitment is our journey towards Healthy Working Lives Gold starting in 2020.

We’re proud that people see us very much as a local and regional landlord, key strategic partner and employer. We work across Lanarkshire and East Dunbartonshire to make a difference to lives and communities and to help meet housing need.

The Group has successfully established our reputation for building high quality new affordable homes for 24 years – for social rent, mid-market rent and market sale. Since 1998 we have delivered over 100 contracts and invested £350m. We’re one of Scotland’s top five biggest developing Registered Social Landlords. Our ambitious plans mean we will provide another 626 new homes by 2022, including 600 for social rent. We’re investing another £60m across 24 sites with 10 different contractors. We intend to continue to seek funding to build new homes every year after 2022.

In this role you’d be responsible for leading our £60m current new supply programme across 24 sites with 10 contracts and also property investment for our 4200 homes - with an annual budget of up to £3m per annum plus other planned, cyclical and repairs contracts of £2m per annum. You would also lead customer service and performance for major works projects and reactive repairs.

Clyde Valley Housing Association is a Registered Social Landlord and a charity. We want to achieve the right balance of investing in new and existing homes and services with offering our customers great value for money at a price they can reasonably afford. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity. We will build on our strong foundations in governance to manage the risks whilst strengthening our skills in managing and harnessing change.

Much is changing for our customers and for the housing sector and Scottish Government is encouraging us all to think as far ahead as 2040. There are huge challenges of achieving a carbon neutral Scotland by 2050, growing numbers of older people and single households, welfare benefit changes and the rapid development of new technology in all areas of life. Clyde Valley Group will make it our business to address customers’ and employees’ changing needs and expectations and we will continue to work to deliver this, including with our partners.

We want our customers to experience excellent service and influence what we do, in ways that make them feel valued and understood. Over the next 2 years, our service will look and
feel more responsive, modern and flexible as we use customer insight and data to drive
decisions and improvements. There will be more opportunities to access services 24/7 on line.
We will continue to test and drive up the quality of our customer service and performance,
including through Customer Services Excellence Accreditation.

Clyde Valley Housing Association wants every member of its team to realise their potential,
so we can meet future challenges, spot opportunities and deliver something exceptional for
customers. As a member of our Executive Team, this role offers you an exciting challenge
and opportunity. You would be joining us as we launch our new 5-year Corporate Plan in April
2020.

I look forward to receiving your application and best of luck!

Lynn Wassell

Lynn Wassell
Chief Executive
Clyde Valley Group
Role profile

Job Title:

Director of Development and Property

Salary:

£76,750-£80,876 (1 April 2020) plus car allowance

Responsible for:

Asset Management, Repairs and New Build Development Teams

Reporting to:

Chief Executive

Overall Purpose:

- As a member of the Executive Team, drive, lead and sustain a culture and develop corporate strategy and growth that supports our Group’s vision, values and objectives.
- Lead the review and implementation of CVG’s strategic objectives, achieving excellent performance, effective partnership working and a brilliant customer experience across the development and property functions

Key Accountabilities:

Corporate Responsibilities

- Provide motivational leadership, nurturing a culture of creativity and accountability that coaches and engages people to make the most of their skills and talents and recognises that our people are key to our success
- Work closely with and reporting to our Parent and Subsidiary Boards, providing assurance and strong governance in development and property activities
- Identify, control, mitigate and manage strategic and operational risks
- Deliver regulatory and legislative compliance and high performance across areas of accountability, ensuring data integrity and achievement of targets against key performance indicators
- Work with the Executive Team to support our Parent and Subsidiary Boards in determining and contributing to the Group’s Corporate and business and financial planning, developing and recommending strategies, new business ideas and policies
• Develop, review and implement the Directorate’s strategies and policies
• Lead Health & Safety compliance for the Directorate
• Serve as a Board Director for our joint venture Innov8
• Represent CVHA on the Board of Scottish Procurement Alliance

New Build Development

• Lead the growth strategy for our new build supply programme across a range of tenures (currently c300 per annum) and mixed use- including delivery of design and build and other contracts, achieving design and quality standards and target timescales
• Procurement of all relevant contracts up to and including OJEU, maximising community benefits and identifying and securing external funding
• Lead land and site assembly, including land and property acquisitions, delivering to timescale, quality and budget
• Conduct financial development appraisals and clear reporting to assess viability and maximise Strategic Housing Investment and Housing Association Grant and other funding in partnership with Scottish Government and our Local Authorities
• Work closely with the Executive Team members to identify, secure and manage requirements for private finance and security for new build supply and comply with lenders’ covenants and regulatory requirements
• Pro-actively seek and evaluate land and development opportunities, sustaining a development pipeline including new commercial development and partnership opportunities that strengthens the financial and social performance of our homes
• Work closely with housing teams to ensure high quality homes are developed that meet the needs of current and future customers and to ensure timely site handovers and minimise defects
• Establish close working relationships with all key statutory partners to ensure that CVHA is the primary RSL delivery partner in North and South Lanarkshire Council areas
• Identify and prepare Business Cases for capital projects for Subsidiary Board
Asset Management and Repairs Services

- Plan, procure, review and ensure effective delivery of our asset management strategy including:
  - budget setting, control and delivery of all property investment for major planned works, cyclical and reactive maintenance frameworks and other contracts
  - stock condition, valuations and strategic investment planning
  - compliance with relevant legal and regulatory standards e.g. EESSH

- Achieve excellent customer service quality, communication, engagement and use of customer feedback, seeking to continuously learn and improve and deliver value for money for all contracts

- Ensure that CVHA can respond to changing Scottish Government requirements to meet increased standards

- Ensure effective procurement, monitoring and compliance for all relevant contracts up to and including OJEU, maximising community benefits and identifying and securing external funding.

- Develop and sustain effective working relationships with partners, contractors, and suppliers

The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by the Chief Executive.
## Person specification

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Qualifications</strong></td>
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</tr>
<tr>
<td>• Degree in relevant field or equivalent experience</td>
<td>• Experience of working for an RSL and/or in partnership with RSLs in relevant areas of operation – new build supply, asset management, repairs, regeneration</td>
</tr>
<tr>
<td>• Member of RICS, CIOB or other relevant professional body</td>
<td>• Leading effective positive change in a growing organisation</td>
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<tr>
<td>• Project management qualification or equivalent</td>
<td>• ISO9000 quality standard/equivalent quality assurance</td>
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<tr>
<td><strong>Experience</strong></td>
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<tr>
<td>• Significant senior level track record in procuring and delivering a programme of new homes including land led development</td>
<td>• Experience and knowledge of housing management and asset management software/systems</td>
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<tr>
<td>• Working with Boards and Committees</td>
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<tr>
<td>• Developing strategies, policies, monitoring and achieving them</td>
<td></td>
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<tr>
<td>• Ability to carry out and interpret development appraisals and other financial modelling</td>
<td></td>
</tr>
<tr>
<td>• Experience in identifying and developing new business opportunities and securing private finance and Housing Association Grants</td>
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<tr>
<td>• Budget and business plan preparation, implementation and monitoring.</td>
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<tr>
<td>• Experience in managing and controlling large capital projects, significant property assets, lifecycle costings and capital and revenue budgets</td>
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<tr>
<td>Essential</td>
<td>Desirable</td>
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<tr>
<td>• Evidence of continuous improvement in performance results and delivery of customer excellence</td>
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<tr>
<td>• Delivery of effective customer engagement and feedback and acting on the results</td>
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<tr>
<td>• Track record in senior level leadership and development of people to enable them to realise their potential</td>
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<table>
<thead>
<tr>
<th>Knowledge/Understanding</th>
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<tr>
<td>• Working knowledge of relevant contract legislation, procurement and management and up to and including OJEU</td>
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<tr>
<td>• Working knowledge of the risks for relevant areas of operation and successful management and mitigation</td>
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<tr>
<td>• Asset planning and directing investment through major works programmes, cyclical, planned and reactive maintenance</td>
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<tr>
<td>• Energy efficiency and sustainability requirements in future proofing existing housing stock and designing homes for the future</td>
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<tr>
<td>• Working knowledge of health and safety legislation and regulations</td>
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<tr>
<td>• Knowledge of the Scottish Housing Regulator's relevant requirements in respect of performance, data and best practice guidance</td>
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<tr>
<td>• Knowledge of Strategic Housing Investment Planning and the external funding environment</td>
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<tr>
<td>Skills</td>
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<tr>
<td>• Excellent leadership skills and customer focus, ability to motivate, develop, empower and coach</td>
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<tr>
<td>• Able to exercise sound commercial judgement and demonstrate the right balance of business acumen with social purpose</td>
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<tr>
<td>• Adept at managing a wide range of stakeholder relationships</td>
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<td>• Excellent negotiator</td>
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<td>• Ability to work within a regulated environment</td>
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<td>• First class ICT skills</td>
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<td>• Excellent verbal, written communication and presentation skills</td>
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<tr>
<td>• An understanding of and a strong commitment to the principles of excellent customer service.</td>
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<td>• Networking abilities, sound political judgement and ability to promote the Group</td>
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<tr>
<td>• Management and analysis of complex financial information and data</td>
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<tr>
<td>• Ability to critically evaluate investment and business opportunities against relevant and commercial criteria and prepare and present a business case</td>
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<td>• High proactivity and agile leadership</td>
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<td>• Ability to prioritise objectives and remain focussed on the most important</td>
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<td>• A clear thinker, decision maker, with the ability to</td>
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<td>Essential</td>
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<tr>
<td>organise, prioritise and plan ahead and make decisions in the absence of complete data</td>
</tr>
<tr>
<td>• Ability to understand, interpret and comply with RSL policy, legislation and regulation</td>
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<tr>
<td><strong>Personal Qualities</strong></td>
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<tr>
<td>• Strategic thinking</td>
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<tr>
<td>• High standards of personal integrity and fairness to build trust and respect within and outside the organisation</td>
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<tr>
<td>• Customer focus with drive to improve performance for the benefit of customers</td>
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<tr>
<td>• Interpersonal awareness, seeking to understand and anticipating the views and likely reactions of others</td>
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<td>• Commercial awareness and a risk positive approach to business decisions and negotiation</td>
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<tr>
<td>• Creative and collaborative</td>
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<tr>
<td>• Outward looking, seeking ways to continuously improve and learn for the benefit of the organisation and own personal development</td>
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<tr>
<td>• Drive, determination and personal resilience</td>
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<tr>
<td>• Strong commitment to the ethos and values of Clyde Valley Group and the social housing sector</td>
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<tr>
<td><strong>Other</strong></td>
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<tr>
<td>• Use of a car and full driving licence</td>
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<tr>
<td>Essential</td>
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<tr>
<td>• Flexibility to work some evenings and occasional weekends</td>
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In order to apply please send us:

- A comprehensive up-to-date CV which shows your full career history;
- A supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this;
- Details of two referees (referees will only be contacted with your permission at offer stage) and current remuneration;
- 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;

Please note that applications can only be considered if all the documentation is complete.

Please upload your documentation by CLICKING HERE.

Closing Date for Applications: Wednesday 18th March 2020 at 12 noon

Enquiries

For a confidential discussion please contact Nigel Fortnum or Mike Orr of Aspen People on 0141 212 7555.

For any process queries please contact Katy Gall on 0141 212 7555.

Process Dates

Closing date: Wednesday 18th March 2020

Candidates will be advised of the outcome of their application by close of play on Friday 20th March 2020.

Longlist Interviews: Tuesday 24th March 2020

Shortlist Interviews: Tuesday 31st March 2020
APPLICATION GUIDANCE NOTES

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you complete the application form.

CV’s

CVs must be submitted alongside a supporting statement and declaration form. CV’s should ideally be no longer than two A4 pages.

SUPPORTING STATEMENT

This is one of the most important sections of your application, and it is crucial that you understand what we are looking for so that you can present your application in the best way.

Your supporting statement should be no longer than three A4 pages long and should be typed in Arial, font size 11 or similar.

We shortlist candidates for interview against the person specification. This sets out what we think are the essential and desirable knowledge and experience, qualifications, skills, qualities and abilities for the job role. When we shortlist we assess how you meet the requirements set out in these areas.

Please refer to the person specification of the vacancy you are applying for which can be found within the Job Description & Person Specification download on our website. This outlines the essential and desirable criteria for the post to which you are applying.

It is important that you demonstrate what the person specification sets out. For example, if we said that good customer service skills were essential, we would like you to explain in what ways you display these skills and how you would apply that to the job role. Think about how you would 'sell' those skills to us to meet the criteria?

REFERENCES

Please provide employment references, not character references. Your referees should be your two most recent employers, including your current employer if applicable. Make sure that you give the employment address of your referees, not their home address.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know, so that we can discuss with you whether to approach someone else for a reference instead. We will only take up references when we have decided to make an offer of employment.
If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from (for example) an educational establishment or a voluntary group instead.

GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all disabled candidates who meet the minimum essential requirements for the post. If you tell us that you are disabled, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.
EXECUTIVE TEAM

Lynn Wassell  
Chief Executive

Carron Garmory  
Finance and Corporate Services Director

Vacancy  
Development and Property Director

Fin Smith  
Customer Service Director

Mike Campbell  
Business Development Director (CVPS)

MANAGEMENT TEAM

Finance Manager

Asset Manager

Development Manager

Customer Service Manager (Rents & Allocations)

HR Services Manager

Maintenance Manager

ICT Manager

Customer Service Manager (Tenancy Sustainment)
KEY TERMS & CONDITIONS

REMUNERATION & BENEFITS
Salary £76,750-£80,876
- Defined pension contribution scheme (employer contribution of 9.6%)
- Essential car user allowance
- Flexi time system
- Flexible working opportunities
- On-site Gym access
- First rate working environment
- Excellent learning and development opportunities
- On-going personal development
- Clyde Value (employee discounts and benefits)
- Health and wellbeing initiatives

HOLIDAY ENTITLEMENT
40 days leave per year (inclusive of public holidays)

WORKING HOURS
Normal working hours are 35 hours per week based around the usual business week; however, attendance at out of hour’s meetings may be required from time to time

PROBATION AND NOTICE PERIOD
- The probationary period for all roles is 6 months
- The notice period after the probationary period is 1 month

LOCATION
Your normal place of work will at our office at 50 Scott Street, Motherwell, ML1 1PN, but attendance at meetings and travel across our operating area is expected.
SUPPLEMENTARY INFORMATION

The following can be downloaded from https://cvha.co.uk

Our Performance

Value for Money

Useful Documents and Information

Rights and Responsibilities

To find out more please visit the company website: https://cvha.co.uk