



c~urb

Managing Director of C~urb Property Maintenance

Job information pack

Creating places where people want to live, in homes designed to meet net zero targets.

C~urb provides sector-leading property **development, management** and **maintenance** services, throughout Scotland.

Creating **sustainable communities** is our central aim, and we do this by building sustainably, maintaining homes efficiently and by managing ethically. We will do this in a manner that minimises our impact on the environment and, where we can, reverse the impact of carbon emissions and c~urb greenhouse gases.

We're new, but more than **60 years in the making**: C~urb is a subsidiary of Link Group, established in 1962, which is a values-led, highly-accredited group of social enterprise companies aimed at improving lives through quality, affordable housing and related services.

C~urb launched in **2022**, to bring its expertise to a wider market including Registered Social Landlords, Local Authorities and the Scottish Government, as well as private companies and investors. We invest in our staff through mandatory training and learning development, ensuring the **highest standards** are continually provided and match the relevant legislative and regulatory requirements.

We are unique: providing full end-to-end asset development, maintenance and management services, or bespoke individual functions, tuned to our clients' needs.

Our values underpin all our activities, working practices and strategies:

Responsibility: We all take responsibility for our actions.

Empathy: We work hard to understand how people feel as individuals and treat them with dignity.

Social impact: We strive to ensure there is a positive social impact from our activities and work with others who share our aims.

Participation: We are proactive in providing opportunities for people to engage with us and help us improve our services.

Equity: We are all different. We strive to respond to our individual needs and create an inclusive environment and sense of belonging.

Challenge: We challenge ourselves and others towards excellence and innovation in all we do.

Transparency: We strive to be open and honest about what we do and how we do it.



C~urb Property Development delivers new affordable homes to **13 local authority areas** across Scotland. Our team has delivered award-winning regeneration projects recognised for their design regeneration outcomes. Central to our aim of creating sustainable communities is our focus on placemaking and building homes that are not just award-winning in architectural terms but designed to create places where people want to live.



C~urb Property Management administers **Scottish Government contracts**, delivers **Factoring services** to homeowners and manages a large **Private Rented Sector portfolio** across Scotland, including our award-winning Private Sector Leasing (PSL) scheme for the City of Edinburgh Council and the management of Scottish Government OMSE schemes, property sales and commercial leases.



C~urb Property Maintenance is an **ISO 9001** and **ISO 45001**-accredited service providing a **high-quality** and **customer-focused** reactive, compliance and void repairs service across Scotland's Central Belt, managed from our Repairs hub in **Falkirk**. Complementing this are our highly skilled installation teams, delivering major component renewals in tenants' homes across Scotland.

C~urb Property Maintenance overview

Repairs management

The C~urb Repairs Team provides a high-quality, customer focussed and landlord compliant repairs services, including gas servicing and repairs, void repairs all Link Group's compliance activities. The team serve Link Group and commercial contracts for which C~urb is the managing agent providing services to tenants and landlords.

The Repairs Manager maintains and advances C~urb Property Maintenance ISO accreditations, and supports the delivery of other commercial contracts and/or projects as required.

Reactive repairs

The Reactive Repairs Team provide a high-quality customer focused and landlord compliant repairs service 24/7, 365 days a year. The team provides the delivery of all C~urb Property Maintenance reactive repairs and void activities, including services to Link Group and its partner Housing Associations, as well as commercial contracts for which C~urb is the managing agent.

The Trade Operations Manager, Trade and Assistant Supervisors manage a large geographically dispersed team of multi-disciplined tradespeople and apprentices and external specialist contractors who carry out works not undertaken by C~urb Property Maintenance.

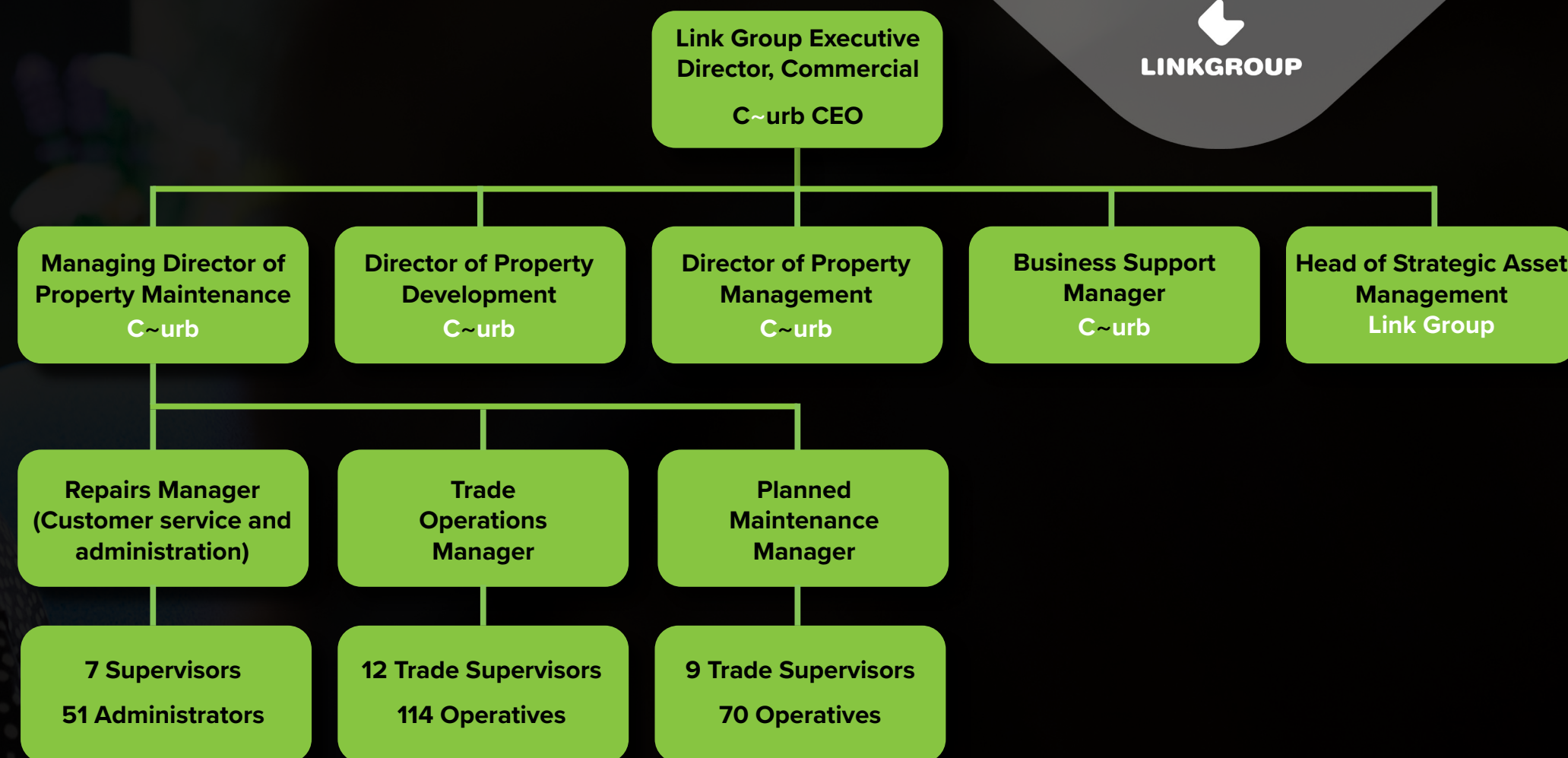
Planned maintenance

C~urb Property Maintenance is contracted to provide planned and cyclical maintenance services to Link Group and its partner organisations, as well as developing opportunities to expand its service offer to non-group commercial companies.

The Planned Maintenance Delivery Manager leads an established team of Trade Supervisors (Planned) who manage multi-disciplined tradespersons, as well as a Project Manager who manages external contractors and the Inclusive Design Team respectively, supporting supervised administration staff, and the direct line management of the Fleet and Plant Supervisor.

Our structure

Part of the Link group of companies



Job description

Job Title: Managing Director of C~urb Property Maintenance

Department: C~urb Property Maintenance and Repairs

Salary: £92,000-£104,434 pa dependent of skills and experience

Purpose of the job:

The Managing Director of **C~urb Property Maintenance** provides strategic and operational leadership for the organisation's property maintenance and repairs function, serving more than **20,000** of its customers across Scotland.

The role is responsible for ensuring **Link Group Ltd** and its partners **Horizon and Larkfield Housing Associations** are provided with a cost effective, customer-first service, ensuring ongoing asset repair and investment and customer safety through robust compliance.

The entire property maintenance function is discharged through C~urb and delivered through a significant **in-house workforce** resource and the management of specialist contractors.

In addition, the role is key to diversifying C~urb's customer base and **increasing profit** through increasing market share to businesses and individuals across Scotland's central belt.

This includes responsibility for:

- Delivering high-quality, customer-centered and commercially competitive services across reactive repairs, planned maintenance, compliance alongside asset investment and the resources to support it. The postholder will ensure services are safe, efficient, and aligned with regulatory requirements and organisational objectives, while driving innovation, commercial growth, and continuous improvement.
- Leading the innovation, digital transformation of services alongside business insights to improve customer engagement, business performance, streamlining interactions, self-service platforms, and work scheduling and real-time reporting solutions. Using this knowledge, they will drive innovation in customer experience and service delivery in partnership with Link's Customer Experience and Digital teams ensuring that digital strategies and solutions are aligned with customer needs.

The postholder will be a member of the C~urb leadership team and a member of Link's wider senior leader network and will work with the Group Executive Director: Commercial, to ensure the delivery of C~urb's Business Plan, whilst also contributing to Link's corporate objectives.

Summary terms and conditions of work

Work location: Watling House, Falkirk (with travel to all Link's sites)

Hours of work: 35 (some evening and weekend working if required in an emergency)

Car allowance: Car allowance for the use of your own car in the performance of your duties at the FTE rate of £500 per month (as amended from time to time) less any tax and statutory deductions

Conditions of employment

- PVG membership
- Driving license

Accountability

The Managing Director of C~urb Property Maintenance is accountable to the Executive Director, Commercial Service and the C~urb Board of Management.

Relationships

- C~urb teams
- C~urb Link and commercial customers
- C~urb Board of Management
- C~urb suppliers
- Executive Leadership Team members

- Union/Staff Consultation Groups
- Communities Leadership team members
- Internal & External Auditors (inc ISO)
- Customer Experience Director & CSC teams
- Legal Advisors
- Link Group Corporate Services
- Lenders & Investors
- Consultants/Developers
- Professional Bodies
- Intra-Group Forum members
- Regulators
- Link Group Chief Executive
- Link Group Board & Committee Members

Main areas of responsibility/tasks

Strategic Leadership

- Develop and implement the strategic vision for property maintenance and repairs, aligned with corporate goals contained within Link's Strategic Framework.
- Lead transformation programmes to improve service delivery, customer satisfaction, staff safety, and operational efficiency. Environmental/sustainability.
- Contribute to the C~urb's wider strategic planning and business development.
- Develop and implement C~urb Property Maintenance's commercial strategy to build market share across the central belt of Scotland.
- Develop a digital strategy that will support a wider business transformation and improved customer experience in the delivery of repairs and planned maintenance.
- Develop a standalone Business Plan for C~urb Property Maintenance which wholly aligns with C~urb's overall Business Plan and the Link Group Business Plan/Strategic Framework.

Operational Management

- Oversee the delivery of all maintenance services for Link and its partners, including responsive repairs, voids, planned and cyclical maintenance, adaptations, and compliance works, ensuring upper quartile sector performance across all metrics. This includes ensuring supplementary specialist trades are available to support C~urb Property Maintenance in accordance with group policy and procedures.

- Ensure appropriate workforce planning strategy, plans, management, scheduling and deployment of resources to deliver key objectives and KPIs and keep under continual review to ensure optimum efficiency and profitability.
- Ensure C~urb fleet and plant is managed within the business and ISO requirements.
- Ensure services are delivered to high standards of quality, safety, and value for money.
- Lead the development and implementation of robust performance management frameworks and deliver KPIs within target.
- Ensures Link's Equity, Diversity and Inclusion Policy, Statement and practice are adopted in all aspects of C~urb's services as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Oversee C~urb's data management practices ensuring compliance with legislation and business requirements.
- Oversee the provision of C~urb Property Maintenance business/service continuity plans.

People Leadership

- Lead, inspire, and develop a multidisciplinary team including operational managers, trades operatives, compliance officers, and business support.
- Foster a high-performance culture focused on accountability, continuous improvement, and customer service excellence.
- Promote equity, diversity, and inclusion across the workforce.

- Working with the C~urb CEO to ensure appropriate consultation and engagement with appropriate Union and staff consultation groups.

Financial and commercial

- Manage substantial budgets, ensuring effective financial controls and cost-efficiency.
- Identify and pursue commercial opportunities to grow external income and expand service offerings to non group entities ensuring profit and risk are diligently assessed.
- Develop C~urb's Property Refurbishment activities to support the optimisation of Link Group property disposal sales receipts.
- Ensure procurement and contract management processes deliver value and meet service standards and legislative requirements.

Compliance and risk

- Ensure full compliance with statutory, regulatory, and health and safety obligations, including building safety, gas, electrical, fire, asbestos, and water hygiene regulations.
- Develop and maintain high-quality management systems including ISO accreditations.
- Maintain effective risk management frameworks and ensure business continuity planning is reviewed and in place.

Health & Safety

- The post holder will also ensure Link fulfils its legal and statutory obligations, in regard to health and safety particularly and is compliant with all relevant legislation including:
 - Health and Safety at Work Act 1974
 - Construction (Design and Management) Regulations 2015
 - Control of Substances Hazardous to Health Regulations 2002
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
 - Gas Safety (Installation and Use) Regulations 1998; including requirements under the Gas Safe Register
 - Control of Asbestos Regulations 2012
 - Working Time Directive

Stakeholder engagement

- Build and maintain strong relationships with internal and external stakeholders, including residents, clients, contractors, regulators, and Board members.
- Represent the organisation at senior forums, industry events, and with partner agencies.
- Collaborate with C~urb's business leads to optimise an aggregated service offer.

Innovation and sustainability

- Promote innovation in service delivery, including the adoption of new technologies and digital solutions.
- Embed sustainability principles into maintenance operations, supporting the organisation's environmental objectives.
- Develop an environmental ethos that will support the attenuation of ISO 14001 Environmental Management Systems.
- Optimise market gaps both internally and externally to generate new profitable business opportunities.

Other

- Comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representatives or line manager.
- Ensure that all data within the remit of the postholder's responsibility is held in accordance with data protection legislation and Link's information management protocols.
- Adhere to and ensure staff compliance with all group and partner policies, rules and the Code of Conduct.
- Carry out other duties which may be required to meet the needs of the job/or C~urb/Link.

Summary of terms and conditions

Employer: C~urb Registered Office; Link House, 2c New Mart Road, Edinburgh, EH14 1RL. C~urb is a commercial partner organisation within the Link group of companies (parent company Link Group Limited) resulting in employer details referencing both “C~urb” and “Link.”

Hours: Normal hours of work are 35 hours per week Monday to Friday with a minimum 30-minute unpaid lunch break, together with such additional time as is necessary for the proper and efficient discharge of your duties which may include evenings, weekends and public holidays.

Flexible working: Flexible working options in most roles and services based on the operational need of the business e.g. time off in lieu, flexi-leave. Link offers hybrid working for suitable roles, so there may be opportunities for home working.

Contract: Permanent

Location: Normal place of work will be Watling House, Callendar Business Park, Falkirk, FK1 1XR, and you are also required to travel across all areas of Link’s services to fulfil the duties of the post based on business needs.

Salary: £92,000-£104,434 FTE. Salary will be dependent on skills and experience. An Inflation-Related Pay Award is normally awarded annually in April.

Performance related pay: Discretionary annual performance-related salary increase and/or non-consolidated (bonus) pay awards subject to terms of the scheme.

Pay date: Salaries are paid on the 25th of the month. When the 25th falls on a public holiday or weekend, you will be paid on the last working day of that week.

Car allowance: Car allowance for the use of your own car in the performance of your duties at the FTE rate of £500 per month (as amended from time to time) less any tax and statutory deductions.

Annual leave: Annual leave is equal to 40 days per year (including public holidays). Annual leave will be pro-rata for part-time staff. The holiday year runs from 1 April to 31 March. Holiday entitlement for part years is calculated on a pro-rata basis.

Public holidays: Link will advise annually which days from your annual entitlement are to be taken to accommodate public holidays/office closures. This will normally be Good Friday, Easter Monday, Christmas Day, Boxing Day, and 1 and 2 January.

Pension: Link automatically enrolls eligible employees to the defined contribution pension scheme which operates as a net pay arrangement by default.

The minimum auto-enrolment rates are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their matched contributions:

Employee:	4%	5%	6%	7%
Curb:	6%	7%	8%	9%

Unmatched additional voluntary pension contributions (AVCs) may be made through salary exchange or a net pay arrangement, as either a lump sum payment or monthly deductions.

Pension contribution salary exchange scheme: Eligible employees can opt in to the scheme by varying their contract of employment to give up a percentage of their gross salary/pensionable earnings (before tax and National Insurance). In return, Link will make a pension contribution of the same value on their behalf, rather than the contribution being deducted through the net pay arrangement.

Company sick pay: Enhanced company sick pay on a sliding scale based on an employee’s continuous length of service up to a maximum of 26 weeks full pay and 26 weeks half pay.

Company familial leave: Enhanced familial leave and pay entitlements.

Business travel: Authorised business travel undertaken in a private vehicle must be claimed on a cumulative basis for all business miles travelled within the financial year (6 April to 5 April). Mileage rates are subject to change and are typically aligned with HMRC Mileage Allowance Payments: 45p per mile for the first 10,000 miles and 25p per mile thereafter, with an authorised passenger allowance of 5p per mile.

Notice period: 4 weeks during probationary period and 12 weeks thereafter.

Health and safety: Link promotes a healthy and inclusive working environment and achieves this aim by supporting active, staff-led Health and Safety Committees, benefits and promotions

Lone workers: Link provides a range of lone working risk assessments, devices and support from managers with a 24/7 alarm receiving centre to reduce risks of working alone for periods of time.

Smoking: All Link group offices operate a No Smoking Policy (includes cigarettes and e-cigarettes (vaping)). Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.

Work wear: Postholder will be provided with appropriate work wear and protective clothing and/or equipment to carry out the duties of your post. Where applicable, it is a condition of your employment that you wear the clothing and/or equipment as provided.

Corporate and flexible benefits

Benefits of being an employee of Link Group and C~urb (subject to change, affordability and the benefit policies, terms and conditions and eligibility criteria) include:

Buy and sell holidays

Provides employees with the option to purchase additional annual leave or sell unused entitlement, subject to scheme rules.

Car leasing scheme

Access to a Salary Exchange Car Leasing Scheme (Electric/PHEV vehicles only), subject to the terms of the scheme.

Corporate clothing

Provides employees with access to purchase annual corporate clothing vouchers.

Cycle to work scheme

Allows employees to obtain a bicycle and related equipment through a salary exchange arrangement, with repayments made from gross (pre tax) pay in accordance with scheme rules.

Employee assistance programme

Employee assistance programme for employees and their immediate household dependants to support health, mental, and financial well-being.

Flu vaccination

Link makes an annual provision for all employees to receive, or claim reimbursement for, the cost of a flu vaccination to support their health and wellbeing.

Health care cash plan

Non-contributory healthcare cash plan (taxable benefit) for employees and dependents (children up to the age of 24 who are living at home and studying full-time) to support health and wellbeing, plus discounts on shopping, restaurants, and other services. Option to increase cover and/or include partners at an additional cost.

Life assurance scheme

Link provides a death in service benefit (subject to eligibility and scheme terms), offering a lump sum payment to nominated beneficiaries of up to four times the employee's annual salary.

Memberships

Link reimburses the cost of Professional Memberships & Subscriptions and funds regulatory memberships from Disclosure Scotland and the Scottish Social Service Council where necessary.

Pensions advice allowance

Link provides a tax free Pensions Advice Allowance of up to £500, which employees may use to obtain independent financial advice within five years of reaching pension retirement eligibility, subject to scheme terms. This allowance may only be claimed once during an employee's period of employment.

Qualifications

Access to paid qualifications and a wide range of learning and development opportunities.

Conditions of employment

An offer of employment will be subject to the applicant/employee meeting these conditions of employment:

References

Two satisfactory references.

Identification

Identity verification.

Right to work in UK

Evidence of your right or continued right to work in the UK.

Fitness to work

Pre-employment health check to determine medical and ability to perform the duties of the role safely and effectively, having regard to the specific demands of the role, service, and work location, and to identify whether any reasonable adjustments are required to enable you to work or continue working.

Qualification

Evidence of qualifications relevant to the job role.

Memberships

Evidence of memberships/registrations/accreditations relevant to the job role.

Driving

The post is required to travel to all Link and other locations, therefore it is a condition of employment to evidence the holding and retaining of a current driving licence throughout the period of your employment and have access to a vehicle.

Alternatively, you have and maintain access to equivalent transport which would still enable you to meet the specific role requirements to travel.

PVG scheme membership

Disclosure Scotland is a regulatory Scottish Government agency that checks, monitors and shares with consent, criminal information with employers to enable safer recruitment and employment decisions to be taken in the provision of services to children and/or protected adults.

This role is a regulated role under the Disclosure Scotland Act and it is a legal requirement and condition of employment to obtain, maintain and renew Disclosure Scotland PVG Scheme Membership for working with both children and adults throughout the course of your employment whilst working in a regulated role.

PVG Scheme Membership must be confirmed by Disclosure Scotland before commencement in role and within a reasonable timescale from offer of employment.

For more information on the PVG Scheme [click here](#).

Probationary period

Employment is subject to the satisfactory completion of a probationary period of six months from the date of commencement of employment.

Our recent news and publications



Read our latest business plan

We have published our 2026 to 2029 business plan.

[Click here to find out more!](#)



Read our new C~urb Gender Pay Report

Gender pay reporting is measured across all jobs in an organisation, not the difference in pay between men and women for doing the same job (equal pay).

[Click here to find out more!](#)



C~urb secures place on national framework

We are proud to announce our successful appointment to the Procurement for Housing (PfH) Framework for planned maintenance and property refurbishment services.

[Click here to find out more!](#)



Link Group given green light for 433 new homes with Dunbeg Phase 4 approval

Link Group has achieved a significant milestone with Planning consent granted for Phase 4 of its Dunbeg development near Oban.

[Click here to find out more!](#)

