



forth

housing association ltd.

Forth Housing Association Housing Manager (Temporary) Job Pack



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JOB ADVERT



Forth Housing Association

Housing Manager (Temporary)

35 per week

EVH Grade 8

£44,083 - £47,694

Forth Housing Association is a Stirling based Registered Social Landlord and charity providing quality homes and services to our tenants. Whilst we are working with the Scottish Housing Regulator towards compliance we have a strong governance improvement plan, have some of the best performance in our peer group and are financially sound. We are an organisation who always put people first, whether that is our tenants or our staff. It truly is an exciting time to become part of an organisation that is continuing to grow and develop and deliver our vision of providing homes, not houses.

We are currently looking to recruit a dynamic Housing Manager on a 6 month seconded basis, to cover leave within the team. This individual will work alongside the Senior Property Officer to deliver on key performance within the Tenant Services team. This role is part of the Senior Management Team alongside the Interim Director, Head of Corporate Services and Senior Property Officer.

The successful candidate will be educated to degree level or able to demonstrate an equivalent level of educational or professional attainment. The candidate will ensure

the key running of the Housing Management function within the Tenant Services team, delivering on Key Performance Indicators, vital consultation such as the upcoming rent consultation exercise and reporting to Management Committee and associated Sub Committees on the Tenant Services function.

The successful candidate on a seconded basis, will provide leadership to the Tenant Services team, ensure the day-to-day running of the team and be instrumental in ensuring reporting and performance is in place for the 2023/24 Annual Return on the Charter.

We offer full EVH terms and conditions of employment to the successful candidate.

Applicants will be subject to a Basic Disclosure Scotland check, the cost of this will be met by Forth Housing Association Ltd.

Forth Housing Association offer a hybrid working approach.

HOW TO APPLY

If you wish to apply please spend some time completing the application form. You can simply type your answers onto the form and where necessary you can expand the answer space if required. If you wish to hand write the form you can print a copy and use a **black pen** to complete the questions.

Please remember that the shortlisting panel will use the answers you provide along with the person specification to decide whether to interview you. Please answer questions as fully and accurately as you can. Please do not leave any blanks and also remember to check your application for spelling & grammar, as excessive mistakes may mean your application is not considered.

Word version of our forms can be downloaded from our website: www.forthha.org.uk

If you have difficulty doing this, we can e-mail you a copy. Please contact

info@forthha.org.uk to request an application pack.

CV's will NOT be accepted.

Forth Housing Association is an Equal Opportunities employer and welcomes applicants from all sections of the community. We will interview all applicants with a disability who meet the essential criteria for the job.

Please submit your form by **noon on Friday 20th October 2023** otherwise it could be discounted. Forms should be returned to the office in a sealed envelope marked 'Private & Confidential FAO Sharon Brady-Wardrobe' or by email to

sharon.bradywardrobe@forthha.org.uk

The email subject header should be marked 'Housing Manager Application'.

Short listing will be carried out **Tuesday 24th October 2023**.

The **interview panel** will be made up of **Sharon Brady-Wardrope Interim Director and Mareta Greig, Head of Tenant Services or otherwise Management Committee members to be confirmed.**

Interviews will take place on Thursday 26th October 2023.

We may ask you to a second interview for further discussion if the interview process indicates more than one leading candidate.

All candidates who apply will be formally advised of the outcome of their application.

With regard to referees/references if you have no former employer or you have not been in employment for many years please provide the name of someone, not a relative, who is in a position to comment on your skills, knowledge and suitability for employment. This may be someone from School, College or a voluntary involvement that you have.

RIGHT TO WORK IN THE UK

From 1 July 2021, new rules for right to work checks will apply. EU, EEA, or Swiss citizens will need to provide evidence of lawful immigration status in the UK.

You will only be required to provide proof of eligibility if you are shortlisted for the post.

You will be asked to provide original documentary evidence of any qualifications that you possess.

In accordance with the Data Protection Act 2018, the information that you provide us with for the purposes of recruitment and selection shall be stored confidentially and disposed of confidentially after 12 months have elapsed.

GENERAL ENQUIRIES

If you have any queries about the job please contact Mareta Greig, Head of Tenant Services who would be happy to have an informal chat.

Telephone: 01786 446066

Finally, good luck with your application and thank you for your interest in Forth Housing Association.

COMPANY INFORMATION

Forth Housing Association is a not-for-profit housing provider, a "Registered Social Landlord" with the Scottish Housing Regulator (Registration No. 110) and a Registered Scottish Charity (No. SC003550).

Our origins date back to 1987, when a steering group called Stirling Single Housing Group, was established with the aim of increasing the provision of housing for single people in the Stirling area.

Since formal registration in 1988 we have continued to take on new challenges and the Association has a stock of general needs housing, suitable for a wide range of households, across Stirling City and various communities in the east of the Stirling Council area.

In 2010 the Association established StrathFor Housing Alliance, along with Rural Stirling and Ochil View Housing Associations. This informal Alliance seeks to secure benefits for the member Associations through collaboration and joint working.

We own 904 self-contained properties, and 2 houses of multiple occupation (HMO) which have a total of 8 individual bedspaces, we also own 3 commercial buildings and 1 property used as an office as part of our leased properties, giving a total of 910 properties. Of the 904 properties 9 properties were acquired through the Mortgage to Rent (MTR) scheme.

In addition, we factor 58 privately owned properties and manage 10 shared ownership properties.

The properties that we are responsible for are situated around the Stirling District Council area.

VISION, MISSION & VALUES

Our vision is to build homes, not houses, supporting and signposting tenants to sustain their tenancies and enabling them to live a rich, full life where their wellbeing is valued. This involves having a robust governance structure that ensures we adhere to the basics of excellence in accountability and performance management and that facilitates and stretches us towards innovation. Our core values are the tools that guide our decisions and actions, and we prioritise our resources in ways that inspire tenants and staff to have ambition for themselves and their futures.

We see our primary mission to provide people with a well-maintained and affordable property they are proud to call home.

Our emphasis will be on sustainability with a goal of building integrated communities. Services will be easy to use, and we will listen, engage and respond to tenants and partners to make a positive difference to the long-term wellbeing of tenants.

At Forth our values have a tenant first focus with every business decision taken with integrity and fairness ensuring we are looking after tenants' interests in a caring and collaborative way.

We passionately believe in innovation while seeing efficiency, reliability, trustworthiness, and excellence as the norm.

Staff and Committee work as a team in an approachable, open, transparent, and honest way to empower tenants and enable them to be as resilient as they can be in their day to day lives.

Our values of **dignity**, **respect** and **choice** apply to tenants, staff, management committee and all our partners and we pride ourselves on valuing the diversity all

around us. We work hard at communicating in an approachable, friendly, and supportive way to gain the trust of our communities and make ourselves attractive as a current and future landlord and employer.

JOB DESCRIPTION

JOB TITLE: **Housing Manager**

RESPONSIBLE TO: **Interim Director**

RESPONSIBLE FOR: **Housing Management Team**

GRADE: **EVH Grade 8 Point PA 28 – 31 £44,083 - £47,694**

DATE: **October 2023**

MAIN OBJECTIVES OF THE POST

The postholder is responsible for working with the Director to ensure the operational delivery of high quality housing management services at Forth HA.

Leading and delivering the tenant participation strategy is key to ensure Forth HA is delivering excellent tenant services to customers.

The key elements of the post are:

- To create a culture reflecting the association's mission statement and strategic objectives. There is an ongoing cultural shift in the organisation and the postholder will be responsible for maintaining this change and supporting the staff team to embrace this.
- Leadership and operational delivery of high quality housing management services.

- Leading on the delivery of the tenant participation strategy and engagement to enable excellent customer service.
- Delivering excellent customer service which is influenced by tenants via consultation.
- To support and enable the tenant services team to deliver excellent customer service.
- Participation as a member of the Management Team reporting to the Management Committee on Tenant Services functions.
- To progress our tenant profile and insight objectives to inform services.

SPECIFIC DUTIES AND RESPONSIBILITIES

1.0 LEADERSHIP, MANAGEMENT & DIRECTION

- 1.1 Effectively lead and deliver on all aspects of Forth HA's housing management service while ensuring that all housing management activities comply with legislation and regulatory requirements and the Scottish Social Housing Charter.
- 1.2 Provide line management to the housing management team ensuring they are supported in their roles and able to fulfil their duties.
- 1.3 To input into Forth HA's risk management strategy in relation to housing management related financial, regulatory and reputational risk.
- 1.4 Ensure compliance with new legislation and implement any changes to policies and procedures as necessary.
- 1.5 Implement the agreed performance framework to monitor the delivery of the targets set by the Management Committee in the business plan.
- 1.6 Responsibility for all aspects of the money advice service and tenancy sustainment function in accordance with agreed policy and procedure.

- 1.7 Ensure the principles of equality, diversity and inclusion are embedded in the Association's culture. Ensuring the collection, monitoring and analysis of equality data in line with the equalities action plan.

2.0 TENANT ENGAGEMENT

- 2.1 Leading the delivery of the Tenant Engagement Strategy including effective use of technology to gain feedback from tenants.
- 2.2 Work with Head of Corporate Services to use the results to inform the strategic direction and operational goals of Forth HA.
- 2.3 To work with the Head of Corporate Services to ensure effective tenant engagement policies and procedures are implemented.
- 2.2 To ensure that the Tenant Services staff effectively engage with tenants and communities in line with the agreed Tenant Engagement Strategy.

3.0 COMMUNITY & EXTERNAL RELATIONS

- 3.1 Work with Stirling Council to implement joint strategies to provide social housing and housing services to the community e.g. nominations agreements.
- 3.2 Work with community organisations and initiatives to provide services to Forth HA tenants.
- 3.3 Work with the Senior Management Team to identify and secure funding and partnerships to impact the range of services Forth HA provides to tenants.
- 3.4 Work with regulators, internal and external auditors to ensure compliance and continuous improvement.
- 3.5 Attend public or community meetings with Committees, tenants' groups and others, which may be held out with office hours.

4.0 GOVERNANCE

- 4.1 Prepare and deliver regular reports as required by the Director and Management Committee.
- 4.2 Attending relevant meetings of the Management Committee and associated Sub Committees to facilitate the meetings, present reports, input in discussions and answer any questions.

- 4.2 Effectively assess, manage and report on operational risks to support informed decisions being made with regards to Forth HA's risk management strategy.
- 4.3 Monitor spend against budget for all Tenant Services related expenditure and ensure accurate reporting to the Management Committee.
- 4.4 Contribute to the Annual Budget and monitor this on a quarterly basis.
- 4.5 Ensure that all Statutory, Scottish Housing Regulator, Local Authority and other relevant regulations are observed in carrying out Tenant Services and all other activities of the Association's Housing Service.
- 4.6 Ensure that all data required for the ARC is gathered timeously and that relevant staff fully understand the requirements placed on the Association to ensure accuracy of data.
- 4.7 Ensure accuracy of ARC reporting and audit actions are reviewed and implemented timeously and the findings are presented to the Management Committee.

5.0 GENERAL

- 5.1 To carry out any other duties which may be required from time to time to ensure the proper functioning of Forth HA.
- 5.2 To identify and attend training to ensure skills are up to date.
- 5.3 To carry out the requirements of the job in accordance with the agreed policies and procedures of Forth HA including the code of conduct.
- 5.4 To ensure absolute confidentiality at all times in respect of tenants, former tenants and applicants.
- 5.5 To take responsibility for keeping oneself fully apprised of changes in Association policy, current legislation, relevant guidance and models of good practice.

PERSON SPECIFICATION

Job Title: Housing Manager

Requirement	Essential	Desirable
1. Education and professional qualifications		
Educated to degree level, in a relevant discipline or able to demonstrate an equivalent level of educational or professional attainment	X	
Relevant Professional qualification (e.g., CIH, RICS, RIAS, CIOB)		X
Evidence of continued professional development	X	
2. Experience		
Demonstrable line management experience in housing management	X	
Experience of developing and delivering housing management strategies to meet the organisational objectives	X	
Demonstrable evidence of leading, motivating and developing teams to deliver customer focused excellence	X	
Financial and budgetary control experience with the ability to set budgets and make effective financial decisions	X	
Experience of working with boards and committees	X	
Experience of identifying, developing and managing productive stakeholder and partnership relationships to meet organisational goals		X

Experience of initiating and overseeing change within a service environment	X	
3. Knowledge		
Knowledge and understanding of the key housing management activities in line with legislation, regulatory requirements and the Scottish Social Housing Charter	X	
Understanding of the importance of money advice and the role of the service in a housing environment	X	
Knowledge of tenancy participation strategies and engagement in line with Forth HA's overall objectives		
4. Skills and abilities		
Inspiring leader with ability to motivate individuals, teams and stakeholders towards excellence and continuous improvement	X	
Ability to work constructively within the Director and across the association to deliver organisational objectives	X	
Demonstrate professionalism and the ability to always maintain confidentiality	X	
Excellent ICT skills and ability to ensure effective use of ICT in service delivery and performance	X	
Ability to plan, organise and prioritise workloads	X	
An effective communicator with good report writing and presentation skills and the ability to communicate complex information clearly, to various audiences	X	
Strong negotiation and influencing skills while having the ability to use initiative and make clear decisions	X	
Consistently demonstrate commitment to ethics, organisational values and codes of conduct	X	

5. Other requirements		
Committed, flexible and adaptable approach to work requirements	X	
Commitment to the ethos of housing associations, include equality and diversity	X	
Prepared to attend meetings and training out with office hours	X	
Possession of a full current driving licence and access to a car for business use.	X	

STAFF AND MANAGEMENT COMMITTEE

STAFF TEAM



Sharon Brady-Wardrope - Interim Director (Senior Management Team)

Responsible for overall supervision of strategy and operations, servicing Management Committee and the management of the Corporate Services functions.



Mareta Greig - Head of Tenant Services (Senior Management Team)

Responsible for the overall management of rental income, ensuring tenancies are managed legally and residents are provided with optimum customer service standards.

Samantha Buggy – Head of Corporate Services (Senior Management Team)

Responsible for all Governance functions of the Association, ensuring compliance with legislation and policy and leading the Corporate Services Team.



Paul Fraser - Senior Property Services Officer (Senior Management Team)

Responsible for operational implementation of cyclical and planned maintenance services.



Elaine Shepherd- Housing Officer

Responsible for all generic housing management duties relating to a designated patch of our housing stock.



Kelly Cadden - Housing Officer

Responsible for all generic housing management duties relating to a designated patch of our housing stock.



Tracy Doran - Income Maximisation Officer

Responsible for the provision of advice regarding welfare benefits, income maximisation, budgeting, and debt management.



Ann Gordon - Assistant Housing Officer

Responsible for supporting the Housing Services Officers to carry out their duties



Kevin Milne - Assistant Housing Officer

Responsible for supporting the Housing Services Officers to carry out their duties



Stephen Dougherty - Property Officer

Responsible for the operational implementation of reactive maintenance services and health and safety co-ordination.



Calum Carberry - Assistant Property Officer

Responsible for supporting the Tenant Services Management team, specifically Property Maintenance.



Shona MacLeod - Finance Officer

Responsible for co-ordination of finance functions, including main link with external finance agents.

Carol Niven – Assistant Finance Officer

Responsible for assisting with the co-ordination of finance functions, including main link with all internal business teams.



Callum MacDougall - Customer Services Administrator Responsible for helping with reception services and general administrative/ income maximisation support.



Becky Ramage - Customer Services Assistant

Responsible for helping with reception services and general administrative support.

MANAGEMENT COMMITTEE



Ann Dickson (Chair) - Ann was active in local politics for many years, during which she held several senior positions. The provision of quality housing and services to tenants has always been a priority for Ann and remains so today.



Andrea Finkel-Gates (Vice Chair) - Andrea is Chief Executive of Scotland's Housing Network and has over a decade of senior leadership experience that spans across housing, membership organisations and education. Andrea believes in collaboration and that by working together, with a shared purpose, great things can happen. She is also committed to ensuring tenants are at the heart of all decision making.



Kenny Hutton (Support Vice Chair)- Kenny has extensive experience in housing, social services and early years education. He has worked at senior level in areas including investment, policy development and business planning. He has a keen interest in the valuable role that community based, voluntary agencies play in public life.



Priscilla Maramba - Priscilla has a lengthy involvement with charities and co-founded a local community charity over 10 years ago which she chaired for over 5 years. In addition, she has sat on various Boards and she currently runs her own business.



James Bryce - James has past experience of voluntary work gained during his time with the MS Society Scotland where he oversaw all aspects of health and safety for the local volunteer group; and has recently volunteered to assist with the Health and Safety.



John Jenkins - John is former Chartered Surveyor with post graduate Diploma in Housing Studies. John has worked with private housebuilders, local authorities and Scottish Government before retiring following 10 years with the Scottish Housing Regulator.

Alistair Hutton - With over 20 years in construction in both public and private sectors. Alistair is a new committee member who has been co-opted. His experience as a Project Manager will be of benefit not only in development but across all areas of social housing.



Lyndsay Moffat - Lyndsay works for a housing association in Glasgow. She has a Diploma in Corporate Governance and is Chairperson of the Scottish Housing Connections Website Consortium. She has a keen interest in the community-based housing movement and performance management.



Heather Arthur - Heather was a member of our RTO at Cornton and she is looking forward to being part of Forth's future decision makers.



Councillor Gerry McGarvey - Councillor McGarvey attends meetings as an observer and is the link between Stirling Council and Forth.

CONTRACTORS AND CONSULTANTS

Adam Domestic	Graham Robertson Electrical
Aquaklenz	ID Verde
Alex M Adamson	Information Law Solutions
All Cleaned Up	John Swain
Ally Baird	Macdonald & Cameron
Alex Brewster Electrical	MP Group
BJ Joiners	Quinn Internal Audit
Brightridge	Research Resource
Brownriggs	Robert Taylor
C.A. Decorating Services	Robertson Group
Cruden Homes (East) Ltd	Saltire
DA Gilmour (Ltd)	SG Pro
D&S Slater	Stirling Community Enterprise
Dumbreck Decorators	Stirling Electrical Services
First Call Trades	Stuart MacLaren Plumbing & Heating
Forth Plumbing & Heating	TC Young Solicitors
FMD Financial Services	The Printbrokers
Full Circle Solving	



Forth Housing Association

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Forth Housing Association Ltd is a registered Scottish Charity No. SC003550

