

JOB ADVERT

Forth Housing Association

Head of Housing Services

35 Hours per week

EVH Grade 9 SM6 - SM9

£ £59,229 - £64,075



Forth Housing Association is a Stirling based Registered Social Landlord and charity providing quality homes and services to our tenants. We have a strong approach to governance and service delivery and 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 grow and strengthen our team and are now looking to recruit a new post of Head of Head of Housing Services.

As Head of Housing Services, you will be responsible for ensuring the strategic direction and operational delivery of high quality housing management and income maximisations services, ensuring value for money, exceptional quality and high levels of tenant satisfaction. Leading and developing the tenant engagement strategy including innovative use of technology is pivotal to the role, ensuring that our tenants have an effective voice in the services we deliver.

Collaboration with stakeholders is essential to develop joint strategies to provide quality, sustainable homes and services in the communities in which we work. With a focus on innovation and tenant insight data-driven decision-making, this role offers the chance to shape our future and make a real difference for our tenants and communities.

We are keen to continue our strategic role in delivering quality affordable homes in our communities therefore you will have the opportunity to support our development activities carried out in partnership with our key stakeholders through our development framework.

This role as part of the senior management team will see you work closely with the Director, Head of Corporate Services, soon to be appointed posts of Head of Asset and Development and Senior Housing Officer. You will provide leadership to the housing management team and work collaboratively with the wider teams in Forth to deliver our strategic objectives.

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, income maximisation and tenancy sustainment functions, delivering on Key Performance Indicators, vital consultation on policies and strategies particularly around our ambitions for delivering a fair, clear and equitable rent structure for our tenants.

The successful candidate will be responsible for the day-to-day running of the team and be instrumental in ensuring robust reporting and performance is maintained and developed for all our key performance indicators and our compliance with the Scottish Housing Regulator's Annual Return on the Charter.

We offer full EVH terms and conditions of employment to the successful candidate alongside 40 days annual leave including 15 public holidays. We also offer a flexible hybrid working approach.

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

A recruitment pack for this post can be downloaded from our website

<https://www.forthha.org.uk/>

Alternatively one can be requested by phoning 01786 446066 or email

corporateservices@forthha.org.uk

If you wish to have an informal, confidential chat regarding any of the above vacancies please contact Sharon Brady-Wardrope, Director on 01786 446066 or email sharon.bradywardrope@forthha.org.uk

Closing date: Monday 17th February 2025 at 12 noon.

Interviews will take place on Wednesday 26th February 2025