

HEAD OF PROPERTY

RECRUITMENT PACK

SALARY OF £60,000 PLUS ESSENTIAL
CAR USER ALLOWANCE OF £1,095



Adecco

ABOUT US

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way.



Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

We are rightly proud of our past, and we're also really excited about our future. We're on a journey to transform our resident experience and deliver a new approach to asset management and resident engagement. This role is crucial to our mission and you'll have a fantastic opportunity to influence and shape our future approach to looking after our homes and residents.

Working directly with myself, we are looking for a Head of Property to lead the continual development and implementation of the asset management strategy to ensure that Railway Housing Association delivers a data driven exceptional resident experience.



This exciting new role will ensure that services are at the cutting edge, embracing innovation, best practice and collaboration to ensure that regulatory and legislative compliance is maintained and assets, residents and colleagues are protected. The role will act as the in-house property expert, providing leadership and direction to the Property Team and collaborative leadership and responsibility for the overall resident experience.

Chris Marshall
Chief Operating Officer



DELIVERY PLAN

We are currently working to our delivery plan “**On the Right Track**” which sets out a clear foundation for the development of a longer term strategy for Railway from 2025 onwards.



OUR RESIDENT EXPERIENCE

To provide an outstanding resident experience, reflecting our residents needs and aspirations.



OUR HOMES

To provide safe, affordable and energy efficient properties that residents are proud to call home.



OUR ORGANISATION

To be a well governed, financially strong and digitally enabled organisation.



OUR PEOPLE

To create a high performing, resident focused culture that attracts and retains talented colleagues.

More details about what we are seeking to do and associated success measures can be found here:

 **VIEW: ON THE RIGHT TRACK**



OUR MISSION

To be the country’s best small housing provider

OUR VALUES

- To be:
- ▲ Caring
 - ▲ Fair
 - ▲ Efficient
 - ▲ Open
 - ▲ Trustworthy

Our On the Right Track delivery plan incorporates a review of values and behaviours and we will be developing new values as a result of this work in 2024/25.

OUR BEHAVIOURS

We will listen, be courteous, respectful, friendly, helpful, honest, patient, positive, and do what we say we will do to the best of our ability.



EXPECTATIONS

Leadership at Railway is a privilege. Our residents and colleagues deserve exceptional leadership and that means a common set of leadership behaviours is non-negotiable.

DRIVE:

- cultural change across the Association to deliver an exceptional resident focussed experience
- innovation and continual improvement to ensure that the Association's reputation is protected and enhanced and the resident voice is heard and acted upon
- a culture of inclusivity, allowing everyone to be the best version of themselves and bring themselves to work
- a strong performance culture, where colleagues are supported to deliver, and held accountable for, exceptional performance outcomes
- a culture that proactively identifies and manages risk within an appetite framework, making health and safety a priority to protect residents, colleagues and assets

INCLUSIVE:

- actively seek out and listen to feedback from residents, colleagues and partners to ensure the experience is exceptional
- effectively manage dissatisfaction, embedding learnings to improve the experience
- influence and negotiate to deliver strong resident focussed results
- value the diversity of thought, opinions and experiences to develop a well rounded and inclusive culture for residents and colleagues

INNOVATE:

- use benchmarking, professional networks and professional development to enhance the Association's knowledge and drive service improvement to deliver top quartile performance
- maximise the use of data, technology and digital solutions to deliver efficiency and choice for residents
- understand and develop your individual leadership style and behaviours and role model the Association's behaviours and values

DELIVER:

- an inspirational approach to leadership, with the ability to coach, motivate and engage, acting ethically and with honesty and integrity
- work collaboratively with colleagues, the board, residents and stakeholders to deliver an exceptional experience and high levels of performance
- work collaboratively with colleagues and stakeholders to improve the Association's understanding of residents, including vulnerabilities, high and low demand, and use this data to deliver tailored services to residents
- analytical, commercial and strategic thinking to prepare and present complex data
- contribute and support the delivery and implementation of the Association's strategies and plans



RESPONSIBILITIES

Strategy and Policy

- Implement the Association’s Asset Management Strategy and develop and review all associated policies and procedures
- Develop and implement a series of service standards, specifications and operating procedures for all Property functions, ensuring that the resident voice is heard
- Ensure the Board and Executive Team are regularly updated through the continual review of the operating environment, legislative changes and best practice
- Support the Executive Team in the development and implementation of the Resident Experience Strategy

Asset Planning and Management

- Ensure that the Association has comprehensive, up-to-date, accurate and robust asset, stock condition and customer data to ensure the effective planning of maintenance, investment and disposal to all of the Association’s assets, including residential and office accommodation
- Ensure that the Association has robust and effective data relating to HHSRS, Decent Homes, Energy Performance and other data sources to enable robust regulatory returns and reporting

- Lead the implementation, management, review and development of the Association’s Asset Management IT systems to ensure that systems are accurate, effective and the data is robust
- Develop, implement and review policies and procedures for asset planning and management
- Ensure that the Association meets all legislative requirements for the maintenance of all assets, including compliance with existing Regulatory Standards and take responsibility for assessing and advising of the impact of future changes to regulation
- Support and advise the Executive Team on issues relating to stock acquisition, disposal, remodelling and regeneration

Investment and Planned Maintenance Programmes

- Lead on the development, implementation and review of the cyclical and planned maintenance programmes to deliver a high quality product and value for money based on continual appraisal of stock condition
- Lead on the procurement and contract management of works to deliver the cyclical and planned maintenance programmes that delivers quality and value for money, and is in line with the Association’s financial standing orders and procurement legislative requirements

- Work collaboratively across the Association to ensure compliance with legislation relating to works to leasehold and home ownership stock to enable effective recovery of costs
- Lead on the formulation, procurement and contract management of the grounds maintenance and other service contracts
- Prioritise maximising value for money for residents

Health, Safety and Compliance

- Lead responsibility to ensure that the Association complies with all relevant social landlord health and safety legislation and regulations relating to the Property functions, including gas, asbestos, water hygiene, electrical testing, fire safety, HHSRS, lifts and damp and mould
- Lead responsibility to ensure that the Association complies with all relevant CDM regulations relating to planned maintenance and other investment works
- Ensure that robust arrangements are in place to deliver assurance to the Executive Team and Board that effective controls are in place
- Commission and monitor a programme of third-party/external auditing to ensure performance and processes are compliant
- Lead on the procurement and contract management of health, safety and compliance contractors to ensure that residents and assets are safe and assurance is robust



RESPONSIBILITIES CONTINUED

Responsive Maintenance and Voids

- Lead on the design, delivery and review of the Association's approach to responsive maintenance services and contracts across all assets, including offices
- Analyse, review and performance manage contractors and delivery partners to ensure value for money, quality, customer satisfaction and efficiency
- Analyse and review demand-related data to identify opportunities to deliver more efficient planned programmes
- Drive a culture of resident satisfaction through colleagues, partners and contractors, ensuring all stakeholders are delivering the Association's approach to resident experience
- Lead on the design and procurement of the responsive maintenance and voids service to ensure that there is an effective, resident focussed approach to maintenance
- Lead on the voids repairs processes to ensure that empty homes are repaired quickly to deliver value for money and minimise rent loss

- Design, procure and manage robust and effective arrangements for the emergency out of hours repairs service and participate in a call out rota for escalation and serious incidents
- Lead on the Association's approach to Adaptations, including oversight of works carried out to the Association's assets through Local Authority grant programmes

Finance, Risk and Performance Management

- Lead and embed a strong culture of value for money, including working collaboratively across the organisation to deliver value for residents
- In consultation with Finance colleagues and the Executive Team, prepare budgets for the delivery of planned, cyclical, responsive, compliance and other service contracts
- Effectively manage the budgets, ensuring a culture of value for money is embedded across the Property team
- Ensure that there are robust systems in place for managing, controlling and understanding the expenditure from contractors

- Responsibility for driving a culture of robust, accurate and comprehensive performance reporting through the Property team
- Deliver responsibilities in line with the Association's financial rules, standing orders and approval limits
- Proactively identify, manage and mitigate risk and to contribute to the Association's wider approach to risk management



EXPERIENCE & BENEFITS

EXPERIENCE & KNOWLEDGE

- Experience of colleague leadership and management.
- Experience of asset management, repairs or property services within a housing or related environment.
- Experience and knowledge of budget management.
- Experience or knowledge of developing and delivering planned maintenance programmes.
- Experience of contract management in a repairs or construction environment.
- Understanding of the regulatory requirements and operating environment of the social housing sector.
- Experience of using customer/client feedback in the design and delivery of services.
- A formal, recognised property related qualification.

KEY TERMS & BENEFITS

- Salary of £60,000 plus essential car user allowance of £1,095, payable by four weekly bank transfer.
- Standard working hours are 35 hours per week Monday to Friday. You may be asked to work additional hours when authorised and as necessitated by the needs of the business.
- You will usually work from Maple House, 11 Tillage Green, Darlington, DL2 2GL with an option for an element of hybrid/home working and occasional travel across our operating area.
- Our annual leave year runs from 1st April to 31st March with annual leave entitlement of 30 days, plus bank holidays plus service days.
- Bupa healthcare cashplan which provides cash back for optical, dental, treatments & therapies, counselling, EAP & 24 hour helpline.
- SHPS defined contribution pension scheme.
- Free on-site parking.



HOW TO APPLY

APPLYING & INFORMAL DISCUSSION

If you are interested in applying for this exciting new role, or would like to have an informal discussion about the role, please contact:

- **Allan Madden**
Senior Business Manager with Adecco
Tel: **0113 218 6885**
Mobile: 07912 482 599
Email: allan.madden@adecco.co.uk

 **EMAIL: ALLAN MADDEN**

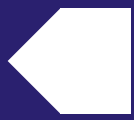
INTERVIEW PROCESS

Initial discussions and interviews will be managed by Adecco, with final interviews at Maple House in Darlington on 22 July 2024.

CLOSING DATE

The closing date for submitting CVs and personal statements to Allan is **Sunday 14th July 2024.**





CONTACT US

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Email: info@railwayha.co.uk



VISIT: WEBSITE

✕ www.x.com/railwayha

f www.facebook.com/railwayhousingassociation

in www.linkedin.com/company/railway-housing-association/

Registered Social Landlord: A1855

Registered Charity: 1188450

Member of the Housing Ombudsman Service

