



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

INVESTMENT & SUSTAINABILITY MANAGER

RECRUITMENT PACK





Page of Contents

1	<i>Welcome message</i>
2	<i>Company overview</i>
3	<i>Our values</i>
4	<i>What makes us different</i>
5	<i>Useful information</i>
6	<i>Our governance structure</i>
7	<i>Our leadership team</i>
8	<i>Our management team</i>
9	<i>Total rewards package</i>
13	<i>Langstane promise</i>
14	<i>Role profile</i>
18	<i>Person specification</i>
19	<i>Key dates</i>



Welcome message

Thank you for your interest in the role of Investment & Sustainability Manager at Langstane Housing Association.

About the role

Langstane is entering an exciting few years with a new and ambitious Asset Management Strategy that is focused on:

- a return to developing new build homes
- a desire to make progress with the challenge of upgrading existing homes to meet net zero emissions targets
- a commitment to maintain the safety of our homes
- a plan to modernise the way we deliver our repairs and maintenance services to customers

We are looking for a motivated and passionate person to manage our Investment Team and help drive the delivery of the Strategy ambitions. If you are looking for a new challenge we are keen to hear from you!

What we're looking for

We don't expect candidates to have experience in all areas of the role but you should be able to demonstrate:

- experience of managing construction projects, whether as an architect, QS, engineer, project manager or in another capacity
- a passion for the built environment and sustainability
- an understanding of the importance of excellent customer service
- excellent organisational and communication skills with the ability to build strong working relationships with colleagues, contractors, design professionals and other stakeholders

The Investment and Sustainability Manager role is varied and quick paced. It offers opportunities to bring innovative solutions to the table, work with customers and colleagues to improve our services and be part of our welcoming and supportive team.

For a confidential chat, please contact Marcie Ballance on 01224 423024 or email Marcie.Ballance@langstane-ha.co.uk

Please apply by visiting our careers page <https://langstane-housing-association.jobs.personio.com/>



Marcie Ballance
DIRECTOR OF PROPERTY



Company overview

Our history

Our founding mission in 1977 was specifically to provide homes and support to single homeless people who had no access to secure and affordable homes in the private sector. This is as relevant today as it was over 45-years ago.

Langstane Housing Association is a registered social landlord (RSL), a registered charity, and a registered property factor and letting agent.

We currently own and manage 2,879 homes throughout Aberdeen, Aberdeenshire and Moray, providing affordable rented homes to single people, couples and families.

Our head office is at 680 King Street, Aberdeen, AB24 1SL and we have a satellite office in Elgin at 7 North Guildry Street, Elgin, IV30 1JR.

Our Elgin team delivers services to our tenants in Moray and northern Aberdeenshire.

All other services are delivered by our Aberdeen based employees.

Click for more on our history: www.langstane-ha.co.uk/about-us/

Our goals

Governed by a voluntary Board of Management, elected from our Membership at the Annual General Meeting, we are ambitious and strive to improve our performance in all areas of activity on a daily basis.

The Langstane Group (Langstane / the Group) consists of Langstane Housing Association Limited and its wholly owned subsidiaries.

Our mission is to provide homes and services that make a positive difference to people's lives. Our vision is to empower our people, customers and communities to be the best they can be.

Our vision will be achieved by investing in:

- Our customers;
- Our homes;
- Our people;
- Our organisation; and
- Our communities.

Here is more information on our [mission, vision and values](#).



Our values

1. We value people

We see the person and consider their unique situation, putting people at the heart of our decision making and retaining a positive outlook regarding the housing industry and those we assist.

We consult and listen to the views of those involved within the Langstane Group.

2. We aim high

We exercise good governance and work hard to continually improve our services, delivering the services our customers want.

We have a 'can do' approach.

3. We are proud of our roots

We remember our origins, that Langstane Housing Association was set up to help and support households who were among the most vulnerable in our society.

We provide homes not properties and support our tenants to live independently and be active members of our communities respecting and embracing equality, diversity and inclusion.

4. We rely on teamwork

We work together as one team and with one voice.

We work with our partners to achieve our goals, delivering more together.

5. We are prudent financial managers

We recognise the importance of maintaining and protecting our financial strength and use effective financial management to underpin everything we do and help us grow.

We deliver value for money.

6. We are open and accountable

We provide relevant, accurate, user-friendly information about our performance that allows our tenants and others to hold us to account.

If we make mistakes we apologise and put things right as soon as possible.

7. We move with the times

We influence decision making to benefit our tenants and our organisation.

We respond to change with imagination and innovation.



What makes us different

What makes us different?

Langstane was created to provide homes and support for often very vulnerable, single, working age people who at the time relied heavily upon unsatisfactory ad-hoc / temporary accommodation. In addition, those who needed it the most, had often little or no support networks in place.

We understood then, as we understand now, that everyone needs help and support at certain times in their lives. It is important to us that we play our part in helping our tenants live successful lives, and to sustain their independence whilst living in good quality affordable homes.

We have ambitions to expand and increase the size, type and quality of homes we provide, and the range of services we deliver. We aim to add to the number of homes we provide throughout the Grampian area by restarting our new build development programme as well as looking at how we can improve existing homes through investment and reconfiguration. Net zero is a priority for us and we are developing our net zero roadmap with a particular focus on improving our pre-1919 tenement homes.

Our business-as-usual activities continue to be driven by a desire to meet the needs of our customers, and deliver value for money.

To allow us to achieve our ambitions, excellent financial management is crucial as any surplus we make, is reinvested back into our business.

Governance

A voluntary Board of Management governs our activities and ensures the public funding invested in providing Langstane's homes, is used to good effect.

Our Board members provide strategic direction and leadership, and task us with ensuring the services we provide make a positive difference to people's lives whilst meeting all legal and regulatory requirements. As a charity, and a public body, we have a number of legislative and regulatory requirements compared to the private sector – for the Property team this includes meeting procurement legislation, ensuring compliance with tenant safety requirements and complying with grant requirements as well as demonstrating to our Regulator and stakeholders that we meet our own in-house performance targets.

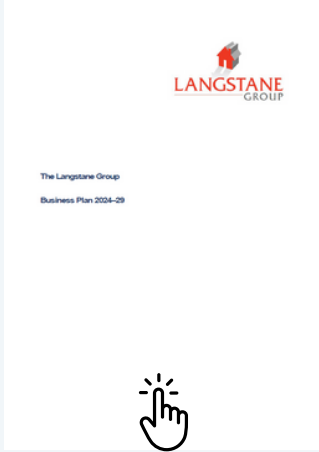
Under the guidance of our Board, Langstane's main strategic document, our Business Plan, has recently been reviewed. This sets down our strategic direction for the next five years. A new Asset Management Strategy sets out how we will deliver the property related element of the Business Plan, and a new Development Strategy is being drafted in advance of us restarting our development programme.

You will play a key role in ensuring the delivery of our strategic ambitions. You will be part of our Management team and work alongside manager colleagues to deliver excellent services to customers and drive improvement across the organisation.

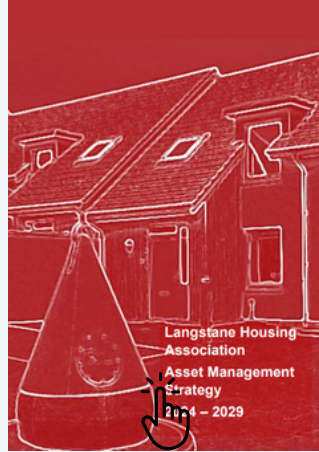


Useful information

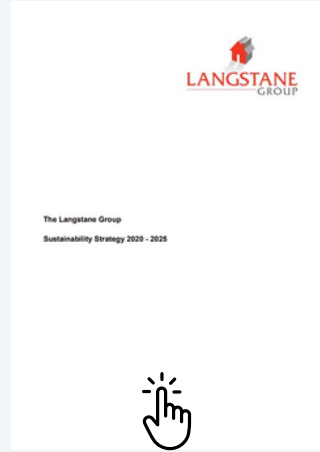
You can find out more about what we do on our [website](https://www.langstane-ha.co.uk) and you may find the following particularly useful:



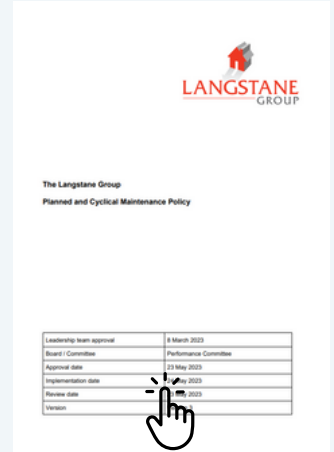
Business Plan 2024 - 2029



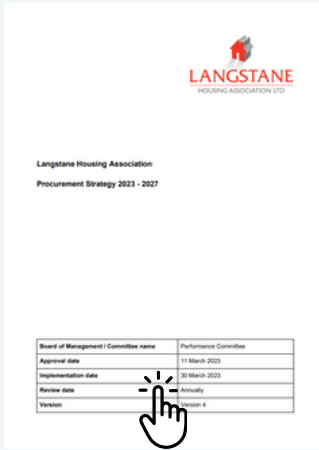
Asset Management Strategy 2024 - 2029



Sustainability Strategy 2020 - 2025



Planned & Cyclical Maintenance Policy



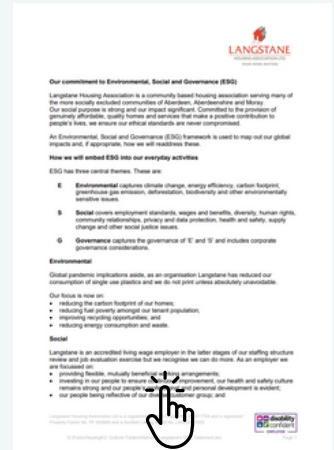
Procurement Strategy



Key information



Annual report 2023/24



ESG statement



Our governance structure

Our experienced governing body members come from a wide range of disciplines.

More information on our non-executive team can be found [here](#).



Mike Martin
Chairperson



James Knowles
Vice Chairperson



Katie Butler



Tony Dinozzi



Jamie Drummond



John Fraser



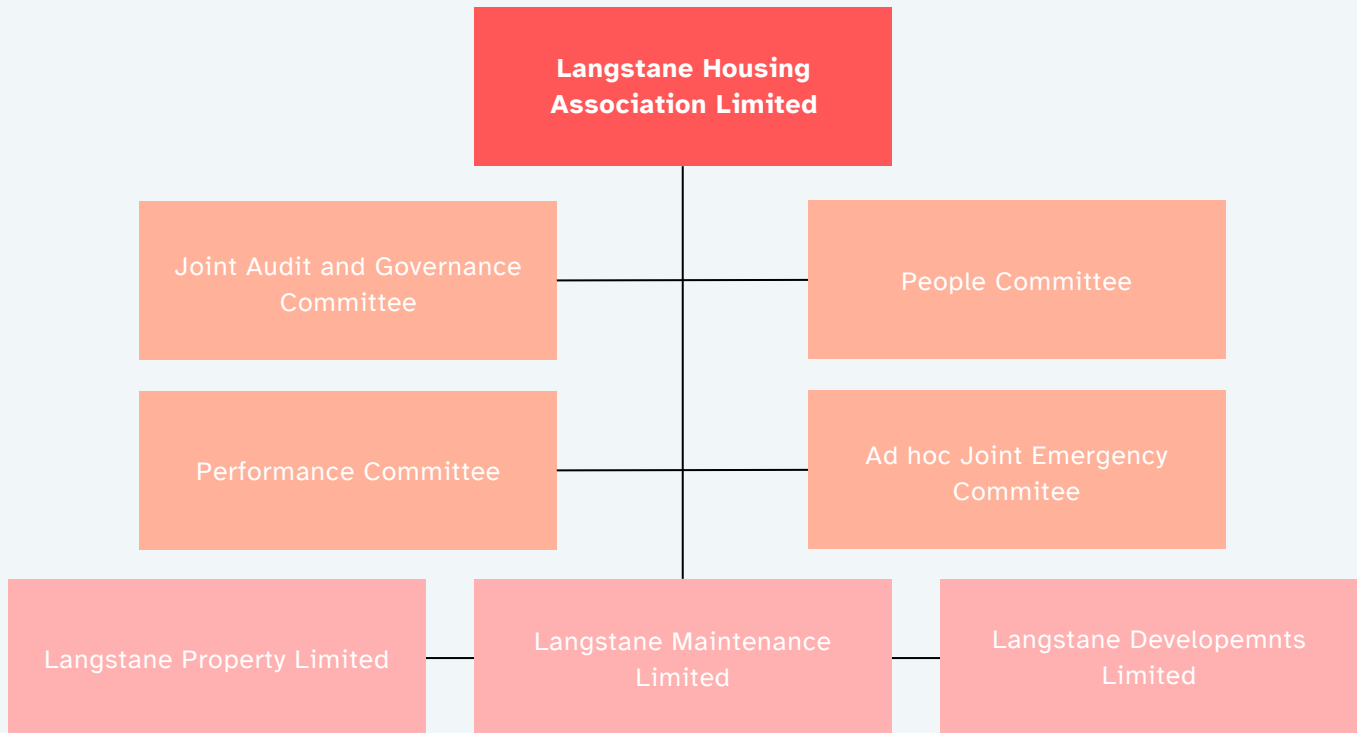
Jodie Gillies



Ian Jamieson



Anne Stevenson





Our Leadership Team

Further information on the leadership team can be found [here](#)



Helen Gauld
Chief Executive



Mandy Macarthur
Director of Finance and
Corporate Services



Judith Sutherland
Director of Housing



Marcie Ballance
Director of Property



Our Management Team

Further information on the management team can be found [here](#)



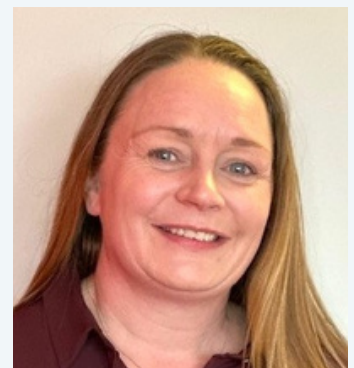
Rebecca Davidson
Customer Service Manager



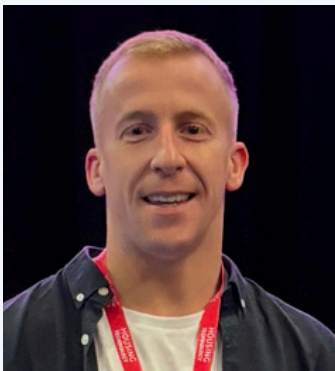
Gillian McCormack
Finance Manager



Martin Toward
Housing Manager



Donna Campbell
HR Manager



Craig Henderson
ICT & Service Delivery
Manager



Vacancy
Investment &
Sustainability Manager



Claire McEleny
Property Manager



Total rewards package

Post	Investment & Sustainability Manager
Location	King Street, Aberdeen. Hybrid / flexible working available to suit business needs.
Contract	Full time, permanent. 35 hours per week
Salary	Grade 8, £48,899 - £54,333
Car allowance	The role attracts essential car users annual allowance of £822.00
Welcome period	A six month period applies to all new employees. Slightly different terms and conditions apply during this period – please see more information below.

At Langstane, we are developing recognition schemes and a choice of employee benefits to encourage long-term loyalty whilst maintaining affordability for the business. We encourage your input to this as it's recognised that we all have different motivators and preferences important to us and our families.

Financial rewards - Direct

We pay the following directly to you

- Your salary, any agreed allowances, enhanced payments for sickness, and maternity, paternity and adoption leave

Financial rewards - Indirect

As an employer we pay towards your

- Pension fund (10% contribution), and life assurance (3x salary whilst you are in our pension scheme)

Non-financial rewards

Our non-financial rewards include

- Enhanced annual leave, hybrid working, flexible working, and a modern workspace and equipment

Non financial rewards

In addition, you will receive

- Ongoing learning and development, long service recognition, wellbeing initiatives



Total rewards package

Pension and life assurance

We provide a defined contribution pension scheme that is delivered by The Pensions Trust (TPT) on behalf of the Scottish Housing Association's Pension Scheme (SHAPS DC).

Whilst you are able to opt out of a work pension scheme, the benefits you receive are related to the contributions made by both you and your employer.

Since April 2019, the minimum employer contribution has been 3% - our employer contributions are 10% and the minimum you can contribute is 5%.

We operate a salary sacrifice scheme for your pension contributions. This, in most cases, allows you to make a saving in your national insurance (NI) contributions (therefore your take-home pay is more).

If you join this scheme, you can access your account through the TPT portal www.shapsdc.org.uk.

Time off and family leave and pay

Annual leave and public holidays

- Full time employees benefit from 25 days of annual leave plus 12 public holidays each year (37 days in total).
- This is calculated pro-rata for employees who work less than full time - full time is a minimum of 35 hours per week¹.
- This is enhanced from the statutory amount of 28 days for a full time employee.



Flexi time

- In addition, full time employees may accrue up to 26 days of flexi leave annually. This is dependent on business need
- Anyone working less than full time will have a pro-rata entitlement aligned to their weekly hours (e.g. a 3 day week employee will have 3/5ths of the full time entitlement).

Eye care

- If an optician confirms that you need prescription glasses / contact lenses for DSE use only, Langstane will contribute up to £50.
- Please agree any cost in advance with your line manager and claim through expenses in the usual way.



Total rewards package

The MCL medics programme and wellbeing app

MCL's confidential service is specifically commissioned to assist you to proactively improve your health and wellbeing and build healthier habits and achieve your health, fitness and wellbeing goals, through fun activities on the app.

MCL's around the clock service ensures that you have access to confidential advice, practical information, professional guidance and qualified counselling, whenever you need it.

The MCL Medics employee assistance health and wellbeing programme includes short-term counselling and referral services for all our employees and their immediate family.

Housing Perks

Housing Perks is a user-friendly online platform, that gives tenants and employees access to a wide range of discounts on everyday essentials such as groceries, pharmaceuticals, petrol, and clothing. Discounts are available in over 100 shops and brands and the companies involved in this partnership include Argos, ASDA, Boots, B&Q, Currys, Iceland, Morrisons, Greggs, Sainsbury's, Screwfix and SportsDirect.

Blue Light card

We are delighted that, due to the services provided, Langstane employees qualify for a blue light card. This allows employees to receive a range of discounts online and in-store.

Langstane's grading structure and job evaluation scheme

- Our current pay and grading structure for those up to and including manager level came into effect from 1 April 2022. A robust job evaluation and benchmarking project was carried out independently and our recognised union, Unite, were involved.
- Periodic benchmarking is undertaken to ensure our terms and conditions remain competitive.



Total rewards package

Langstane's enhanced payments

Langstane offers generous payments that are often over and above statutory levels to eligible employees. The eligibility criteria is set out in our employee handbook but a summary shows:

Occupational Sick Pay (OSP) scheme

Continuous service	Full Pay	Half Pay
New employee in Welcome period	SSP only	SSP only
Following completion of Welcome period and up to 1 year	5 weeks	5 weeks
1-2 years	9 weeks	9 weeks
2-3 years	18 weeks	18 weeks
3-5 years	22 weeks	22 weeks
Over 5 years	28 weeks	28 weeks

Occupational Maternity, Paternity and Adoption Pay

Weeks	Langstane enhance SMP:
1	to 100% of average weekly earnings
2-6	to 90% of average weekly earnings
7-18	50% of average weekly earnings plus SMP (subject to a cap at average weekly earnings)

Weeks	Langstane enhance OSPP:
1	to 100% of average weekly earnings
2	to 90% of average weekly earnings

- Statutory sick pay (SSP) from April 2024 is £116.75 / week and is payable for 28 weeks
- Statutory maternity and adoption pay from April 2024 is £184.03 / week
- Statutory paternity pay from April 2023 is £184.03 / week

1:1s / Annual review

- To bring our performance framework to life, we recently updated our software. This system streamlines internal processes and links into our business plan objectives as well as team and individual objectives.
- You will ensure, through motivation, coaching, and accountability, your team are clear on the expectations and outcomes required.

Learning at Langstane

Langstane offers a range of training and different methods of providing this. This includes undertaking formal qualifications, role shadowing, online and in person learning.

You may also be required to provide training / updates to individuals, teams and Association wide.

Long service awards

Langstane recognises the loyalty of service and the value of each person who has formed part of our history.

This is in place to reward the commitment and dedication of employees with continuous service of 10, 15, 20 and every 5 years thereafter with a certificate and retail vouchers of their choice.



Langstane Promise

Langstane's Promise



Positive

Our communications with you will be **positive**. We will be approachable, listen, act quickly and treat you fairly.



Personalise

We will try to understand your needs and **personalise** the service and experience you receive from us.



Proactive

We will be **proactive** when you tell us something hasn't gone right. We will be transparent and do what we say we will to put things right.



Partners

We will work with our **partners** to support you and we will refer you to relevant organisations where we can.



Prepare

We will **prepare** you for what comes next by providing clear information and achievable timescales so that you know what to expect.



Progress

We will take on board your feedback and use it to make **progress** and allow our services to grow.

Customer Commitment



Care

We will ask you to **care** for your property, neighbours and community and let us know when something goes wrong.



Contact

When you **contact** us, we will ask you to; listen, be respectful and understand we are trying to help. You will give us the time we need to investigate and refrain from using abusive or threatening behaviour.



Contribute

You can **contribute** to our service improvements by telling us what we can change or do better.



Courtesy

When things go wrong, show our teams **courtesy** and understand that we can't get things right all the time. Please give us time to put things right.



Communicate

Communicate openly and honestly with us about your needs to allow us to support you as much as we can.

Langstane Housing Association is committed to delivering excellent service to our customers. As part of this commitment we have developed a Promise to our customers. This is our minimum service standard. However, we want all of our people to go above and beyond this level. We provide comprehensive training to ensure our teams can deliver on our Promise.

Our Promise makes sure we can hold our employees accountable, and our tenants and other customers know they will be dealt with fairly, equitably and with respect.

In order to ensure we can adhere to our Promise, we require our customers to make a Commitment to us in terms of the way they communicate with us.

To read more on our Customer Care Policy, please visit our website: [Customer Care Policy](http://www.langstane-ha.co.uk)



Role profile

Department	Property	Location	Aberdeen
Reporting to	Director of Property		
Responsible for	<u>Direct line management</u> <ul style="list-style-type: none">• Team Leader - Major Works• Team Leader - Property Compliance <u>Indirect line management</u> <ul style="list-style-type: none">• Property Surveyor• Property Assistants x 2• Investment Officer (future - tbc)		

Role Purpose
<p>The Investment & Sustainability Manager assists the Director of Property in achieving the Association's property related strategies including the Asset Management Strategy; Development Strategy; Sustainability Strategy and; Environmental, Social and Governance (ESG) Strategy.</p> <p>They will assist with integrated asset management reviews of stock to identify investment priorities and will lead on the delivery of major works programmes including new build development, major refurbishments / reconfigurations of existing stock, net zero programmes to meet Social Housing Net Zero Standard and planned and cyclical work programmes. They will also manage the Association's adaptations service and coordinate property related insurance work.</p> <p>They will assist the Director of Property to develop short, medium and longer term investment plans based on a number of data sources and in line with business planning assumptions and identified priorities to ensure that homes are well-maintained and attractive to customers.</p>

Key Accountabilities
<p>This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.</p>



Role profile

1.	Assist with the delivery of relevant strategy objectives and action plans, to include managing strategy-related projects.
2.	Work with the Director of Property on regular integrated asset management reviews of the financial and non-financial performance of properties to identify investment priorities, and to assist with options appraisals for under-performing properties.
3.	Manage the Association's stock condition survey programme, including ensuring that in-house rolling surveys focus on collecting, and accurately recording, priority data. Manage the ten-yearly external stock condition survey contracts.
4.	Work with the Director of Property to develop and regularly review a long term detailed and costed plan to meet Social Housing Net Zero Standard within government target timescales.
5.	Work with the Director of Property on the preparation and regular review of short, medium and longer term investment plans that meet business planning assumptions and to prepare annual budget requests for budget codes within remit.
6.	Identify potential sources of grant / loan funding and prepare funding applications.
7.	Work with the Director of Property in preparation for restarting the Association's development programme including assisting with review of development policies and procedures; developing and maintaining a minimum design specification for both new build and refurbishment projects; reviewing template documentation etc.
8.	Assess prospective development projects which will include new build development; refurbishment / reconfiguration of existing properties; net zero retrofits; off the shelf acquisitions; demolition and rebuilds. Prepare viability reports for Board.
9.	Appoint and coordinate the work of design team consultants to ensure that developments meet the Association's requirements and the requirements of funders and other stakeholders
10.	Liaise with funders (including Scottish Government and Local Authority partners) to secure and drawdown grant funding, ensuring all necessary information is prepared and provided and grant requirements are adhered to
11.	Work with legal teams as required to acquire land or projects
12.	Act as client representative throughout the development process, coordinating design teams, answering requests for information, reviewing design information, identifying and mitigating risk, attending progress meetings, monitoring project costs, timescales and quality and providing regular update reports to Board.
13.	Manage the effective handover of projects to the housing and maintenance teams including liaison with consultants and contractors, colleagues and tenants and ensuring robust record-keeping of key project documentation.
14.	Ensure repairs during the defects liability period are monitored and reported on to ensure contracts meet quality targets
15.	Carry out post project financial and quality reviews for continuous improve



Role profile

16.	Assist with any land / property disposals.
17.	Manage the Association's landbank including ensuring that safety checks and maintenance are carried out.
18.	Demonstrate financial awareness, ensuring robust budgetary control for budgets within remit with a focus on maximising available budgets and delivering value for money. Prepare reports and recommendations on mitigations for any budgetary underspends / overspends.
19.	Lead on major procurement exercises for contracts within remit to ensure the Association achieves best value.
20.	Effectively manage the delivery of contracts within remit, including communication with customers, contractors and other Langstane teams; holding regular progress meetings; monitoring contract KPIs; dealing with contract issues; monitoring costs / valuations; carrying out site inspections; reporting progress to Director / Leadership team and Board.
21.	Ensure that the Association complies with all relevant tenant safety legislation / guidance and that annual programmes of work are delivered successfully, including (but not exhaustively) Asbestos management, Electrical safety, Fire safety, gas safety, Legionella management and Lift safety.
22.	Lead on response to emerging safety issues as and when they occur (recent examples include RAAC and cladding).
23.	Manage property related insurance claims including liaison with loss adjusters, contractors, tenants and colleagues.
24.	Manage the disabled adaptations service ensuring adaptations are delivered timeously and grant funding is maximised.
25.	Assist with the delivery of ESG Strategy and Sustainability Strategy actions covering areas such as flood risk; biodiversity of landscaped areas; place-making; waste management; water management; healthy homes etc.
26.	Chair the Association's Eco Group.
27.	Work with the Maintenance Manager to ensure homes meet all regulatory requirements including Scottish Housing Quality Standard and that all safety issues are being managed in void properties.
28.	Ensure a robust approach to CDM / health and safety in the delivery of all work within remit.
29.	Develop and regularly review the operational risk register for remit.
30.	Sit on the Association's health and safety groups and feed into continuous improvement of health and safety across all areas of work.
31.	For all projects that impact on tenants, ensure effective communication with tenants and work with Housing colleagues to manage decant arrangements (where appropriate).
32.	Ensure customers have opportunities to feed into the development and continuous improvement of all services within remit, and ensure that customer feedback is used effectively.
33.	Ensure that complaints are managed effectively and that there is a robust approach to learning from complaints.



Role profile

34.	Encourage a performance culture within the team. Work proactively to meet performance targets and to communicate performance to the team and wider organisation.
35.	In all aspects of work, promote customer excellence and continuous improvement.
36.	Where appropriate, represent the organisation externally. Be proactive in the development of key partnerships and opportunities to work with external partners / agencies.
37.	Provide leadership and motivation to the team, providing training, support and guidance to team members and managing any employee issues.
38.	Be a positive and proactive member of the Management Team, contributing to wider corporate improvements.



Person Specification

Criteria	Essential	Desirable
Qualifications / Training / Experience	<ul style="list-style-type: none"> • Construction related degree level qualification (Architecture, Surveying, Construction Project Management or similar) or minimum 7 years working in a relevant construction industry role. • Minimum 3 years' experience of project managing construction contracts and contractors. • Evidenced experience of delivering complex construction projects on time and to budget through the project lifecycle from inception to handover. • Experience of managing budgets. • Experience of working in a customer focussed environment. 	<ul style="list-style-type: none"> • Membership of a related professional body (RIAS / RIBA, RICS, CIOB etc) • Experience of carrying out construction project viability assessments. • Experience of preparing reports for Boards of Management. • Experience of delivering Housing Association development projects. • Experience of leading on regulated public procurement exercises. • Experience of setting, monitoring and reviewing performance using key performance indicators.
Skills / Knowledge	<ul style="list-style-type: none"> • Up to date knowledge of CDM Regulations. • Up to date knowledge of planning legislation and building regulations. • Understanding of net zero challenge and associated legislation. • Understanding of H&S / tenant safety and associated legislation. • Proficient IT skills. • Ability to use analysis tools such as spreadsheets or Power BI. • Highly developed decision making skills. • Excellent communicator with ability to convey complex information clearly and adapt communication methods to different audiences. • Ability to network and build strong relationships with consultants, contractors, funders and other stakeholders. 	
Personal Qualities / Our Values	<ul style="list-style-type: none"> • Motivated and enthusiastic. • Willingness to learn. • Excellent attention to detail. • Organised, with ability to work on own initiative. 	
Other Requirements	Requires full UK driving licence – post is classed as essential car user.	



Key dates

Recruitment schedule	Key dates and times
Closing date	Sunday, 9th February at midnight
Interview	Week commencing Monday, 24th February

If second interviews are required, dates and times will be advised in due course.

Shortlisted candidates may be asked to complete a psychometric test

Remember there are lots of ways to get in touch with us:



680 King Street, Aberdeen, AB24 1SL



info@langstane-ha.co.uk



North Guildry Street, Elgin, IV30 1JR



[/Langstane](https://www.facebook.com/Langstane)



<https://www.langstane-ha.co.uk/>



[/Langstanehousingassociation](https://www.youtube.com/Langstanehousingassociation)



01224 423 000



[/company/langstane-housing-association/](https://www.linkedin.com/company/langstane-housing-association/)

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