



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

DIRECTOR OF HOUSING

RECRUITMENT PACK





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Welcome message



Helen Gauld
CHIEF EXECUTIVE

Thank you for your interest in the role of Director of Housing at Langstane Housing Association.

If you are a highly skilled and motivated professional who is ready to take the next step into a role that combines strategic leadership with technical expertise and experience, this role may be perfect for you.

We are prepared to invest in the right candidate. Therefore, we are happy for this to be a step-up position for someone with ambition who recognises the importance of what we do.

As well as technical expertise, this role requires a high degree of flexibility and ability to work at pace across a diverse range of services and disciplines. If you have the skills, experience, values and ambition that we're looking for, and you want to make a difference, we want to hear from you.

For a confidential chat, please contact me, Helen Gauld, on 01224 423004

helen.gauld@langstane-ha.co.uk

or

apply by visiting our careers page

<https://langstane-housing-association.jobs.personio.com/>



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 social 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.

When the time is right, we will add to the number of homes we provide throughout the Grampian area and ensure these meet both the current and future needs of our tenants.

Our business-as-usual activities continue to be driven by a desire to meet the needs of those we serve, 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.

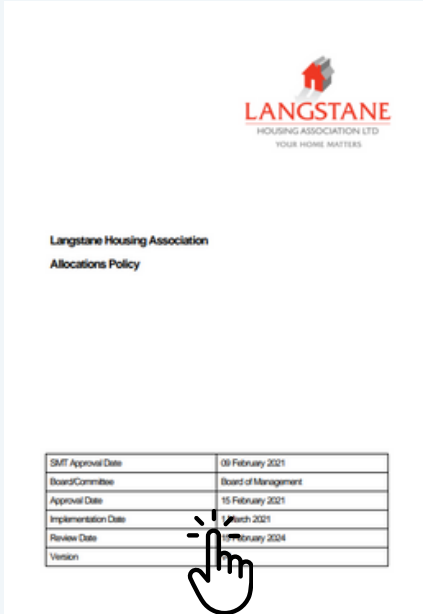
Under the guidance of our Board, Langstane's main strategic document, our Business Plan, has recently been reviewed. This sets down our strategic direction for the next five years. You will play a key role in ensuring customer and housing services play a leading role in delivering our ambitions.

Equally, as part of our leadership team, you will be responsible for delivering business as usual activities. This involves preparing and presenting key reports to governing body members. You will be lead officer for a number of activities and governing body meetings – currently the performance committee and Langstane Property Limited



Doing the right things well!

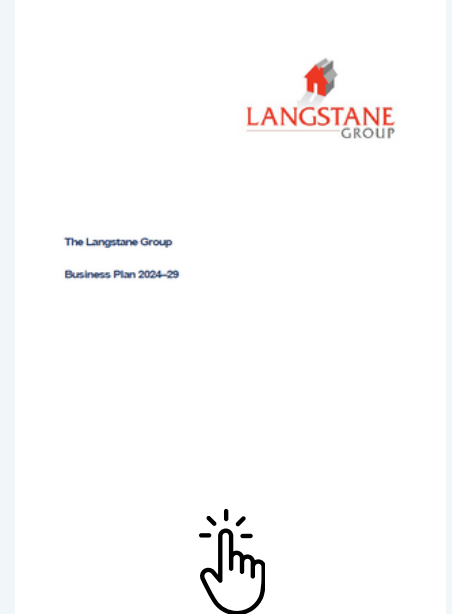
If you are interested in what we do, please view our [website](http://www.langstane-ha.co.uk) and in particular the following:



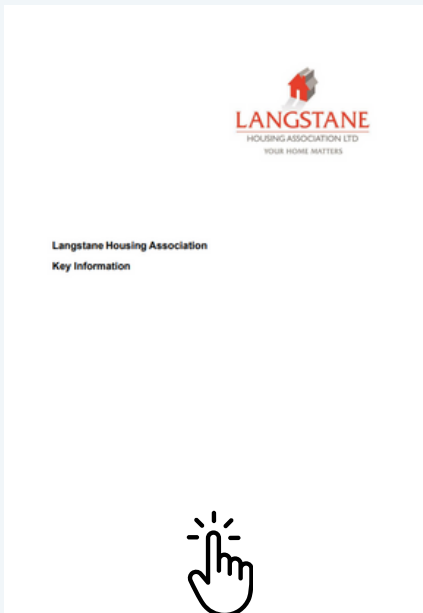
Allocations policy



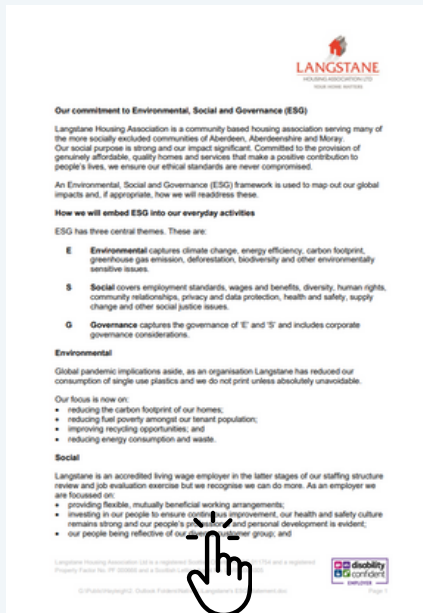
Annual assurance statement 2024



Business Plan 2024 - 2029



Key information



ESG statement



Annual report 2023/24



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



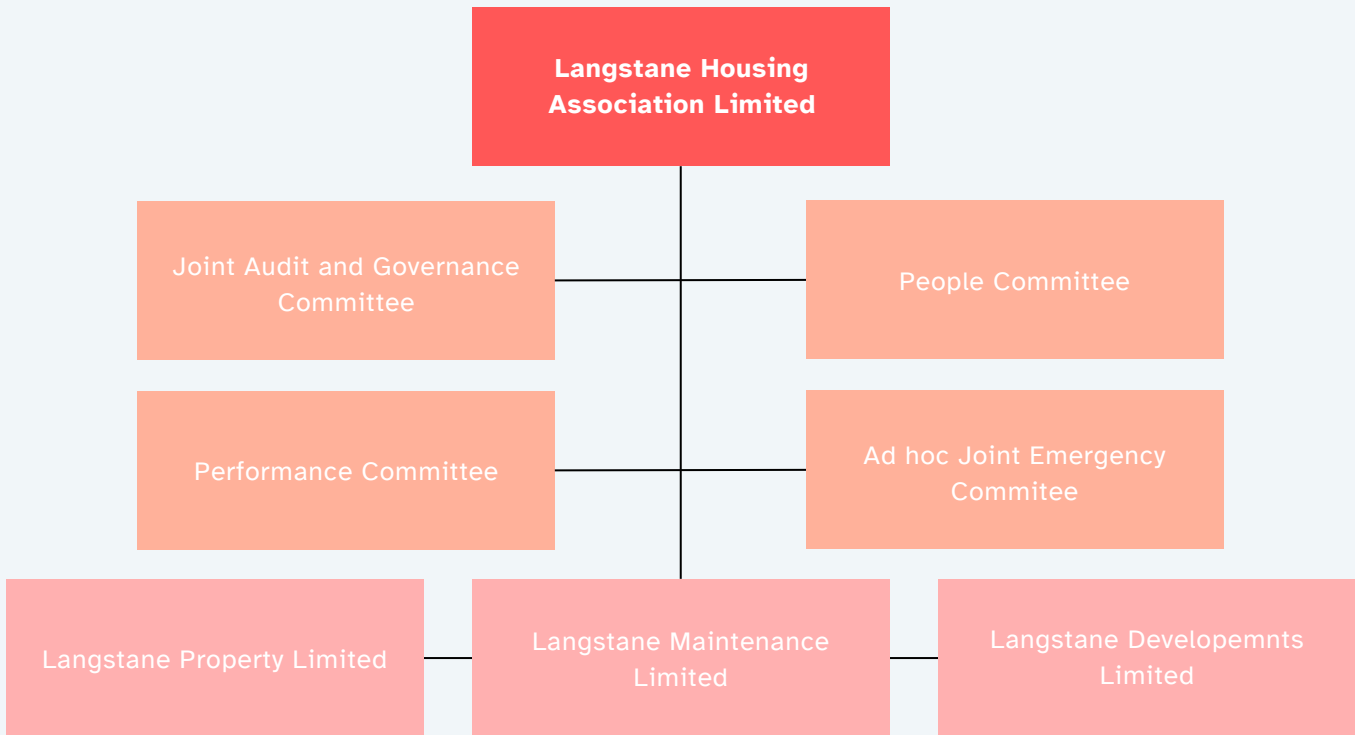
Jodie Gillies



Ian Jamieson



Anne Stevenson





Our Leadership Team

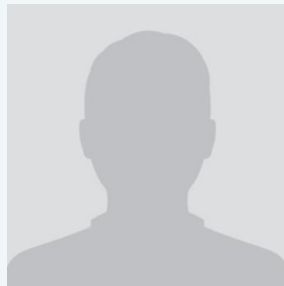
Further information on the leadership team can be found [here](#)



Helen Gauld
Chief Executive



Mandy Macarthur
Director of Finance
and Corporate
Services



Vacancy
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



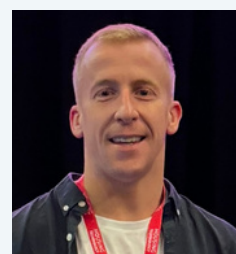
Gillian McCormack
Finance Manager



Martin Toward
Housing Manager



Donna Campbell
HR Manager



Craig Henderson
ICT & Service
Delivery Manager



Claire McEleny
Property Manager



Total rewards package

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 - Paid directly to you

We pay the following directly to you

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

Financial rewards - Paid to others

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

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.



Total rewards package

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 week’.
- 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.

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.



Total rewards package

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. However, Unite's agreement with Langstane does not cover members of the leadership team. The terms and conditions of the leadership team are periodically reviewed by the Board of Management.
- Periodic benchmarking is undertaken to ensure our terms and conditions remain competitive.

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, 20, 30 or 40 years 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	Housing	Location	Aberdeen
Reporting to	Chief Executive		
Responsible for	Customer service manager and housing manager		

Role Purpose

Operate at strategic level as a member of the Leadership Team, to ensure the Langstane Group's Mission, Vision, Values and Culture are upheld at all times, leading by example to deliver the objectives of the Langstane Group as set out by the Board of Management.

To ensure the effective and efficient delivery of performance and continuous improvement of all housing and housing support activities including all aspects of customer service, customer engagement, tenancy management, rent management, tenancy sustainment and specialist housing support.

To ensure the Langstane Group runs with probity and transparency, whilst being able to undertake and deliver excellent services to tenants and other customers, and partners that demonstrate value for money.

Key Accountabilities

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.



Role profile

1.	Through membership of the leadership team, to play a key role in the leadership, vision and strategic direction of the Association.
2.	To work with colleagues in the leadership team to develop strategic objectives and identify opportunities for growth and development.
3.	To provide accurate, timely and professional advice to the Board of Management and sub committees for specific areas of responsibilities including legislative changes, best practice and innovative approaches to improve service delivery.
4.	To lead the effective management and development of employees, ensuring they are empowered, valued and motivated to provide an excellent customer focussed service.
5.	To provide leadership and guidance to managers to ensure the effective delivery of services to tenants, maximising tenants' involvement in decisions which affect them.
6.	To oversee the effective and efficient delivery of tenancy management (including rent management, allocations, anti social behaviour and void management), tenancy sustainment and support and customer engagement services, providing advice and guidance to employees.
7.	To provide leadership and guidance to employees to ensure the income to the Langstane Group is maximised and that budgets are controlled within areas of responsibility.
8.	To identify and respond to the challenges presented by the diverse population in the North East of Scotland by developing and implementing strategies aimed at removing barriers to access and participation.
9.	Identify major challenges concerning welfare reform and ensure processes are in place to assist tenancy sustainment.
10.	Participate in effective partnership working with local communities and with public, private and voluntary organisations in order to achieve the Group's objectives.
11.	Embed a performance management culture, driving the continuous improvement of services and playing a lead role in best value processes, ensuring this is under-pinned by appropriate performance management systems and information.
12.	Working with others to ensure that IT and other systems are implemented and controlled in line with regulatory requirements and are designed and implemented in a manner that enables effective customer service delivery.
13.	Ensure that value for money is achieved across customer services through best value reviews, procurement processes and tight budgetary control, maximising income generation through effective housing management policy and practice.
14.	Undertake an active role as part of the leadership team in reviewing the business plan and other strategies and policies, and assist in the development of new business and partnership opportunities as a means of driving the Association forward.
15.	Ensure that, within the policies agreed by the Association, a cost conscious approach to the utilisation of resources including finance and budgetary control, employee levels, supplies equipment and premises.
16.	Liaise with external and internal auditors to ensure compliance with policy and procedures and assess, manage and minimise risk to the Langstane Group in all policy making decisions.



Role profile

Criteria	Essential	Desirable
Qualifications / Training / Experience	<ul style="list-style-type: none"> • Educated to degree level or equivalent relevant experience. • Housing qualification. 	<ul style="list-style-type: none"> • Experience of working in a housing association. • Experience of working in a similar leadership role including with Boards and committees. • Experience of regularly preparing and presenting reports to board of management / committees.
Skills / Knowledge	<ul style="list-style-type: none"> • Excellent customer service and in-depth knowledge and understanding of housing management. • Knowledge of risk management, governance issues and associated good practice. • Knowledge of Scottish Government, Local Authority, regulatory framework for Scottish housing associations, statutory and voluntary partners, funding institutions, and relevant professional bodies. • Highly developed leadership skills. • Effective analytical and planning skills; and • The ability to communicate at all levels, including highly developed persuasion and influencing skills. 	<p>Demonstration of commercial and financial awareness and highly developed technical skills</p>
Personal Qualities / Our Values / Our Culture	<ul style="list-style-type: none"> • An achievement oriented and customer focused leader who demonstrates adaptability, resilience, personal motivation and commitment to continual improvement and quality of delivery. • Demonstrate the ability to uphold: <ul style="list-style-type: none"> Our values <ul style="list-style-type: none"> ◦ We value people ◦ We aim high ◦ We are proud of our roots ◦ We rely on teamwork ◦ We are prudent financial managers ◦ We are open and accountable ◦ We move with the times Our culture <ul style="list-style-type: none"> ◦ At the heart of everything we do, and every decision we take, will be our customers. 	
Other Requirements	Full clean driving licence	



Key dates

Recruitment schedule	Key dates and times
Closing date	Thursday, 16 January 2025 at 5pm
1st interview*	Week beginning 27 January 2025
2nd interview	To be agreed

*Shortlisted candidates will 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.langstane-ha.co.uk/>



[/Langstanehousingassociation](#)



01224 423 000



[/company/langstane-housing-association/](#)

Registered under The Co-operative and Community Benefit Societies Act 2014 No. 1916R(S)

Registered with The Scottish Housing Regulator No. HEP 145AL

Registered Scottish Charity SC011754

A member of the Scottish Federation of Housing Associations

Property Factor Number PF 000666

Registered Letting Agent No. LARN2001005

Landlord Registration number 900480/100/24071