



# Head of Property Services

Recruitment Pack

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# Welcome

## Dear Candidate

Thank you for your interest in joining us. We'd like to begin by telling you a bit about us, Loreburn Housing Association.

We're an award-winning, community based registered social landlord with a stock of 2,700 homes across the Dumfries & Galloway region. We have a strong values-based culture which connects with our social purpose that everyone deserves access to a safe, warm, and affordable place to call home, and to feel part of a community in which they live. Our vision and mission is to *'create great places to live'*.

Together, we work to make that a reality, with a strong focus on tenant satisfaction, community development, and a steadfast strategic commitment to meeting the challenges of fuel poverty and providing homes that are high-quality, energy efficient and low cost-in-use.

We have a turnover of c. £13 million, largely generated from rental income.

As an employer, we aim to be as ambitious for our people as we are for our communities. We are committed to the principles of Fair Work First, including payment of the Real Living Wage. Our teams won 'Team of the Year' at CIH Scotland 2022 and 'Housing Heroes' Awards 2021.

This role combines strategic leadership in the delivery of performance, compliance and continuous improvement of property services where cross-functional oversight will bring together and synergise these key areas.

If Loreburn sounds like the right place for you, we'd love the opportunity to learn more about you. Read on to explore further details about us.

**Kirsteen McGinn**  
Chief Executive



## Our Homes



Our homes and services span the region: from Langholm in the east to Stranraer in the west.

With a legacy of commitment to quality housing and services, we've been dedicated to fostering thriving communities for over 40 years.

## Our Region

Dumfries and Galloway is a region celebrated for its picturesque landscapes and rich historical legacy. The area boasts an extensive coastline along the Solway Firth. Its numerous heritage sites, ancient ruins and castles tell the stories of Scotland's past to add to its identity and heritage. The region has a thriving arts and cultural scene, hosting various festivals and events throughout the year.

This combination of natural beauty, historical significance, and cultural richness makes Dumfries and Galloway a distinctive and cherished part of Scotland.

- **Demographics:** With a population of approximately 148,000, and around 62% being of working-age, the region features a mix of urban, rural, and coastal communities.
- **Sense of Community:** D&G has 90 established community councils, playing a vital role in representing the view of their local communities.
- **Cultural Festivals:** Notable events include the Wigtown Book Festival, Spring Fling, and the Big Burns Supper. The region celebrates traditional Common Ridings, which are among Scotland's oldest equestrian festivals. These events, deeply rooted in local history and community spirit and are a significant part of the region's cultural heritage, combining history, community, and celebration.
- **National Scenic Areas:** The region boasts three National Scenic Areas - The Nith Estuary, The East Stewartry Coast, and The Fleet Valley.

- **Schools and Education:** The region has approximately 120 primary schools and 16 secondary schools. Further educational opportunities are enhanced by The Crichton campus in Dumfries, a unique academic and research institution that hosts a range of higher and further education courses through partnerships with the University of Glasgow, the University of the West of Scotland and Dumfries and Galloway college.
- **Deprivation Challenges:** Despite its many positives, the region faces challenges related to social and economic deprivation. With 19 data zones within the region identified among the 20% most deprived in Scotland, efforts are focused on improving quality of life and ensuring equitable access to services.



## Work Environment

Everyone at Loreburn is proud to be part of an innovative and supportive organisation, and as a values-led organisation we've evolved in recent times to recognise the changing world of work and combine this with our commitment to local service delivery.

The majority of our people work remotely, operating within a Hub, Home and Roam model, depending on the needs of their role and service.

Our flexible approach to working arrangements allow us the right tools, freedoms and flexibilities to experience a great working life.

We're all different and at Loreburn we embrace those differences and are proud of our inclusive ways of working.

We are a welcoming and supportive team, characterised by a culture of mutual respect, support and trust in one another.

There will be a requirement for frequent travel within the region for you to provide visible leadership to your teams and to ensure the operational functions are well delivered. You will have access to our hub spaces within the region for the times you need access to office space. Whilst you will be able to work from home, there is a requirement for you to travel to our region regularly and you will have a notional base of Dumfries.

## What makes us GREAT?

We all have different backgrounds, strengths, and experiences but one thing we share at Loreburn is our values.

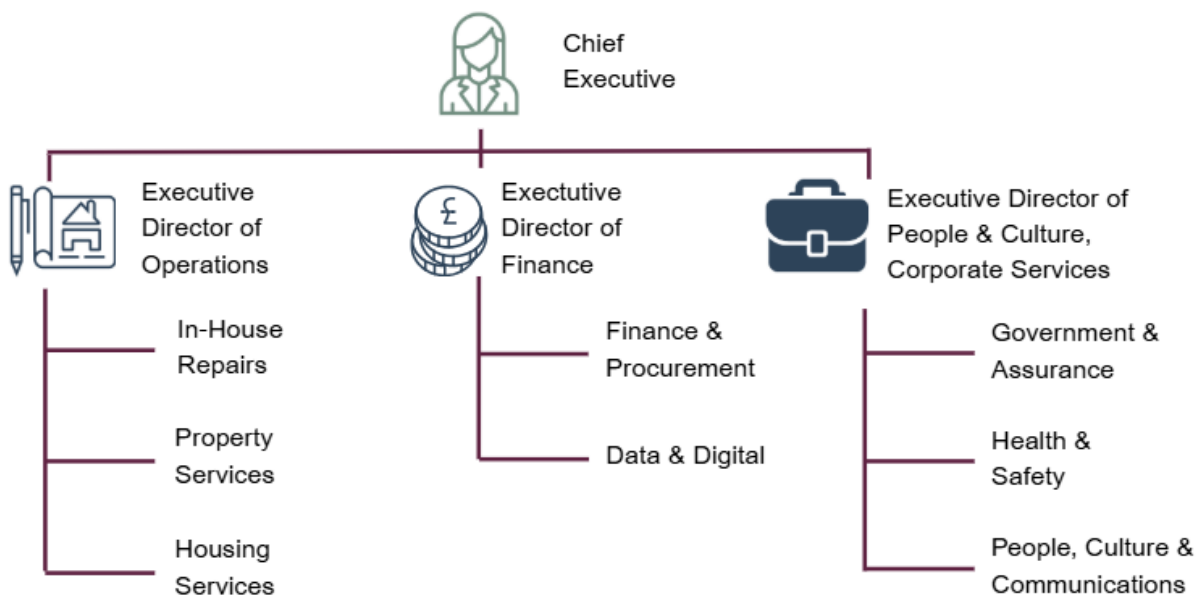
Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working:

<b>G</b>	<b>R</b>	<b>E</b>	<b>A</b>	<b>T</b>
<b>Growth Mindset</b>	<b>Respect</b>	<b>Exceptional Tenant Experience</b>	<b>Accountable</b>	<b>Together</b>
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

As a values driven landlord we are looking for talented individuals to join us who share our desire to make a difference and who want to give back through our social purpose to promote community spirit and being a great landlord. We pride ourselves on our healthy workplace culture where we value our people and put wellbeing at the forefront of our ways of working.



# Organisational Structure



# Operations Directorate

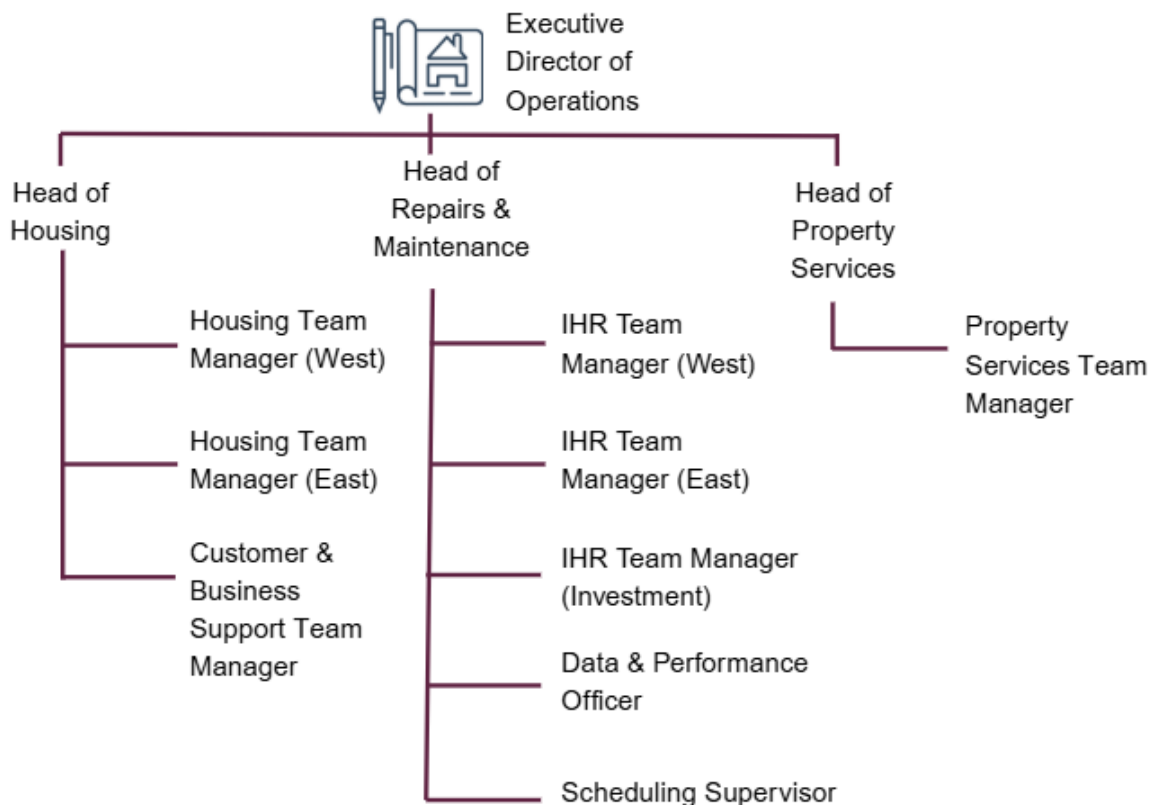
The operations directorate has a total of 89 staff, in the following departments:

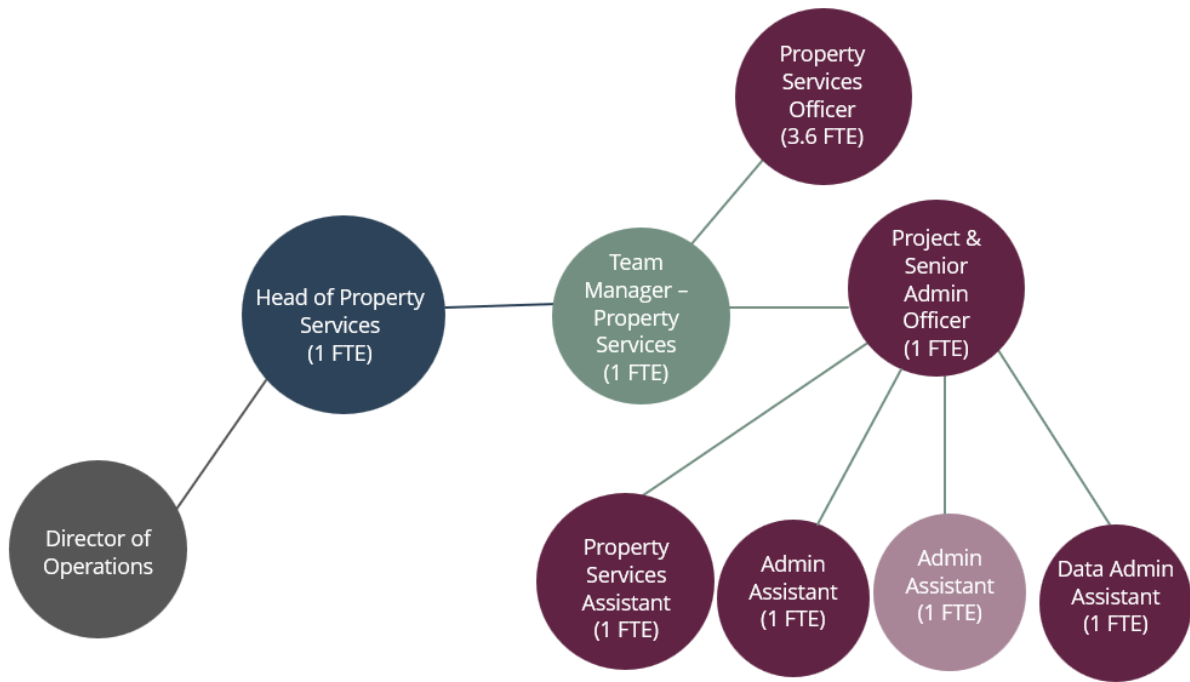
- Property Services – 10 staff
- Housing Services – 41 staff
- In House Repairs Service – 38 staff

The Director of Operations has three direct reports:

- Head of Property Services
- Head of Housing
- Head of Repairs & Maintenance

The illustration below provides an overview of the management roles within the directorate.





## Job Advert

# Shape the future with us as Head of Property Services

**Are you an experienced leader with a passion for making a positive impact in the social housing sector?**

We're seeking to appoint to this key role which forms part of our senior management team.

**Employment Type:** Full time, permanent

**Location:** Dumfries & Galloway (Primarily home based with frequent regional travel).

**Salary range:** £57,827 -£62,049 + competitive benefits package and on call payment

**Hours:** 35 hours each week, with a general working pattern of Monday to Friday, 9am to 5pm.

## About Us

Loreburn is a registered social landlord (RSL) and Scottish Charity, with 2,700 homes across Dumfries & Galloway. Established more than 40 years ago, our vision and mission is to 'create great places to live' by providing good quality, well maintained, and affordable homes.

As a community-based association, we place our tenant facing services at the heart of the communities we serve. Our 'Hub, Home & Roam' working model allows our team to work flexibly, ensuring they can be where they're most needed, supported by the right tools and resources to deliver on our commitments to tenants and communities.

## The Role

As Head of Property Services you'll be expected to deliver Property Services taking a tenant focussed approach to ensure that we remain fully compliant with all relevant statutory and regulatory requirements including those set by the Scottish Housing Regulator. You must work collaboratively with other teams to ensure the best service can be provided for our tenants. You will be expected to lead your team to assure the quality and safety of our housing stock.

Key functions that you will lead with strong governance, risk management and quality control rooted throughout:-

- Stock Investment & Sustainability
- Cyclical Compliance & repairs
- Robust contract management and project delivery
- Aids & Adaptations

You will drive a culture of accountability within the team and take an active role as part of the management team to drive forward a collaborative and united approach to deliver in the interests of the business.

- Driving collaboration with cross-functional teams to enhance operational efficiency, tenant satisfaction, communication, and synergy.
- Foster good working relationships with your peers to drive forward a united approach to deliver for our tenants.
- Staying up to date with sector regulations, trends, and best practice to inform decision-making.
- Working with the Director of Operations in the development and delivery of the Asset Management Strategy

What's really important is that you will have a strong personal commitment to excellent service delivery.

It's a challenging yet hugely rewarding role where you'll grow our performance culture, encourage collaboration and innovation to deliver the best outcomes for our tenants and communities.

## Key Requirements

The right person should have proven experience in the housing sector and will certainly be someone with a passion for driving safe, strong services. We're looking for the following:

- Strong leadership skills to inspire teams to achieve high levels of performance
- Degree level (or equivalent) education/ Professional qualification e.g. Diploma in Asset management (IAM) or similar
- Requirement to participate in our oncall arrangements which operates on a rotational basis amongst key operational roles.
- Asset, compliance and investment experience
- Knowledge and understanding of housing operations
- Strong housing sector experience
- Proven robust contract management abilities
- Strong resilience and organisational abilities
- Knowledge of relevant regulations and compliance standards.

Please take a look through the [role profile](#) for more information about the role, what's required, and the skills and competencies we're looking for.

## Working With Us:

Along with a supportive work environment and a collaborative culture, we offer generous benefits and a great work/life balance.

- Competitive pay and rewards
- Minimum Pension 13% contributions (5% employee, which can be increased, and 8% employer contributions) plus life cover of 3 x salary
- Salary sacrifice options for pension contributions
- 40 days holiday which includes 12 fixed days including a Christmas closure
- Westfield Health Plan – contributions towards a range of services including dental, optical, therapy treatment, counselling and wellbeing services
- Employee discounts including cashback and high street retail and gym discounts
- Family friendly policies
- Professional membership of a relevant institute can be paid by Loreburn
- Flexible working and a Hub, Home and Roam working model giving freedom to work within our Being You principles
- Funded flu vaccine
- Wellbeing time (equivalent to a 34 hour working week) where you can accrue an additional 7 days a year.
- Support for continuous professional development and protected learning time
- Strong values-based culture offering autonomy and empowerment

If you'd like to discuss the opportunity confidentially and to find out more about the role please contact [peopleandculturehr@loreburn.org.uk](mailto:peopleandculturehr@loreburn.org.uk)

## How To Apply

Apply by completing the online Recruitment Application Form which can be accessed [here](#).

**Closing date for applications:** 9am on Friday 3<sup>rd</sup> July 2026

**Interviews:** 21<sup>st</sup> July, 2026

We're committed to making our recruitment practices as accessible as possible for everyone, this includes making any necessary adjustments. If you need us to do anything differently as part of the recruitment process, please let us know.

## Reports & Corporate Information

<https://loreburn.org.uk/resource-library/>

## Role Profile

# Head of Property Services

## Operations Directorate

<b>Reporting Structure</b>	Reporting directly to Director of Operations and contributing to Loreburn’s Operations Directorate.
<b>Salary Band</b>	<b>Band – J</b> <b>£57,827- £62,049 on call rota payments</b> Appointment to the salary scale point will be dependent upon skills and experience. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.
<b>Contract &amp; Hours</b>	Permanent - 35 hours per week, Monday-Friday. (9am-5pm each day with 1 hour lunch break). Participation in out of hours on call rota is a contractual requirement for which separate payment is made.
<b>Workbase</b>	<b>Home based</b> , with a requirement to regularly attend in person meetings and training events in Dumfries and travel across the region. A notional base of Dumfries is allocated and used to calculate working hours and any required travel time.  A dedicated home workspace with reliable internet connectivity is essential. Loreburn will provide all necessary IT equipment, including financial help to set up a comfortable and productive workspace.

## Role Summary

The Head of Property Services is a senior strategic role responsible for the leadership, performance, compliance and continuous improvement of Loreburn’s property services, including asset management, stock investment, sustainability, development and compliance. As a member of the Senior Management Team, the postholder contributes to organisational strategy and performance and provides professional advice to the Executive Team and Management Committee.

The postholder is accountable for ensuring services meet all statutory and regulatory requirements, including those of the Scottish Housing Regulator, and for providing assurance on the quality and safety of Loreburn’s housing stock. This includes leading property strategies, policies and performance frameworks.

This role requires a credible and principled leader who promotes integrity, accountability and a strong tenant-first culture. The Head of Property Services will

align service delivery to corporate priorities, lead transparently, uphold Loreburn's GREAT values and work collaboratively across the organisation.

The postholder will represent Loreburn externally, build effective partnerships and support positive community impact. Internally, they will lead change and ensure new systems and ways of working are embedded effectively across the service.

Using data and insight, the Head of Property Services will drive performance, continuous improvement and effective risk management. The role will ensure tenant voice informs decision-making and service design, supporting Loreburn's mission to provide high-quality homes, neighbourhoods and services.

The role is responsible for the lifecycle management of Loreburn's property assets, including acquisitions, disposals, planned, cyclical and compliance programmes, with a focus on efficiency, value for money and performance. It will ensure homes remain safe, energy efficient and fit for the future, balancing building safety, maintenance, net zero ambitions, tenant expectations and financial viability.

The Head of Property Services is also responsible for assessing potential development opportunities with framework consultants, including new build, refurbishment, reconfiguration, retrofit, acquisition, demolition and rebuild projects.

## Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. The Head of Housing is expected to lead with authenticity and cultivate a culture of accountability, empowerment, continuous learning, innovation and service excellence.

## Key Responsibilities

### Strategic Leadership and Service Development

- Provide strategic and operational leadership across all property services, setting direction and ensuring compliance with all regulatory and legislative standards and the Scottish Social Housing Charter.
- Collaborate effectively with other Heads of Service to ensure joined up leadership, shared ownership of organisational priorities, and a consistent focus on delivering high performing, tenant centred services.
- Manage complex investment and sustainability projects with a focus on delivering value for money, quality outcomes for tenants and compliance with relevant standards.
- Identify and manage risks to ensure successful delivery and organisational success.
- Lead the development and implementation of service strategies and plans, ensuring alignment with corporate objectives.
- Inspire and lead a service culture of integrity, accountability and high performance.

- Actively contribute to leadership forums and strategic planning across Loreburn.
- Represent the organisation externally to influence policy, build partnerships and strengthen community impact.
- Lead, develop, effectively implement and regularly review strategies, policies and procedures.
- Ensure those within your remit are clear on expectations and what good looks like having a clear link to their contributions to operational plans and KPI reporting.
- Facilitate and drive any change management processes through developing and maintaining effective working with managers and teams to ensure new processes, systems and ways of working are owned by and embedded in the work of operational teams.
- Support the Executive Team in the delivery of the corporate plan

### **Asset Management, Health and Safety and Compliance**

- To oversee the implementation of the cyclical, planned, major repair programmes and development projects.
- To set stretching annual KPIs which demonstrate great tenant satisfaction, good value for money and continuous improvement.
- To demonstrate data-led decision making.
- Ensure stock condition information is maintained and updated with a programme of SHQS and ESSH complaint stock condition inspections.
- Ensure Loreburn meets all its legal and regulatory obligations on building safety. Effective delivery of compliance policies for: gas, electric, fire asbestos, water and lift safety etc., providing assurance to the Executive Team and the Management Committee.
- Ensure compliance with the government's new build, SHQS and energy performance, Net Zero and sustainability standards.
- Ensure the effective procurement of planned and cyclical maintenance services and planned development and improvement programmes.
- Undertake feasibility studies and option appraisals to ensure the viability, cost effectiveness and potential impact and outcomes of proposed works/initiatives are fully evaluated. Using this information to support clear, evidence based decisions/recommendations.
- Apply strong digital skills to analyse complex data to establish the performance of Loreburn's homes; bring forward option appraisals to make informed decisions; and present insights effectively to stakeholders.
- To ensure that contracts are maintained and appropriately managed for all areas including planned maintenance, service agreements, gas maintenance, grounds maintenance etc.
- Demonstrate effective performance management of contractors, providing value for money and good tenant satisfaction levels.
- Assist the Director of Operations in fulfilling corporate responsibility for health and safety initiatives throughout the Association, collaborating with the in-house Health and Safety Co-Ordinator.

### **Housing Development**

- To contribute to the delivery of a housing development programme, assisting with strategy and representing Loreburn's interests in the development of high quality, cost-effective homes.
- Prepare viability reports for Management Committee.
- To liaise with architects, surveyors, employer's agents and other professionals throughout the development process and to represent Loreburn at handover of new properties.
- To lead on warranties and defects, ensuring that Loreburn achieves Value for Money (VFM)

## **Operational Management & Performance**

- Use data intelligently to set, monitor and achieve/exceed internal and external KPIs
- Ensure services are compliant with regulatory, statutory and policy requirements.
- Maintain performance on all relevant KPIs and ARC indicators.
- Manage performance, at an individual level and service level, through clear objectives, regular feedback and effective performance management.
- Report on performance indicators and outcomes to the Executive Team, identifying and monitoring risks associated with indicators and service delivery.
- Ensure robust quality assurance and governance practices are in place across all areas of responsibility, ensuring clear audit trails and evidencing compliance. This includes ensuring accurate and up to date records of all key documents, including instructions, certificates, sign offs, reports, meeting notes and decisions.
- Share relevant information with property teams via agreed forums and engagement sessions.
- Champion a high-performance culture, ensuring individual and team accountability through clear objectives, regular feedback and effective performance management.
- Fully utilise the skills of your team and develop individuals as part of succession planning.

## **Tenant Liaison**

- Develop and maintain excellent engagement strategies to ensure our tenants and other stakeholders can influence investment and sustainability plans and decisions about their homes.
- Set a clear vision for a tenant first culture across the service, ensuring tenants have a range of opportunities to be genuinely consulted and involved in the stock investment process, and offered choices in services/ finishes where possible.
- Establish mechanisms to obtain feedback from tenants on investment delivery, producing reports that demonstrate performance and subsequent learning for improvement.
- Ensure tenants are supported through the retrofit process, having all necessary information to live in their renovated home.

## **Procurement and Contract Management**

- Develop, implement and monitor effective client-side management arrangements including appropriate contracts/SLAs with external contractors which ensure the delivery of high quality, Value for Money services.
- Ensure the effective procurement and delivery of our planned and cyclical maintenance services and development and investment programmes achieving or exceeding agreed KPI's and financial targets to provide value for money, ensuring services are implemented on time and that our stock is maintained to the highest possible standard to meet the needs of our tenants.
- Identify, agree and ensure timely reporting across the development and investment programmes and planned and cyclical maintenance against key milestones for time, cost, income, risk and quality.
- Maintain and make the best use of benchmarking data on programme costs to routinely test whether value for money is being achieved, undertaking such action as required to improve productivity and value for money outcomes in the delivery of stock investment

### **Financial**

- Hold responsibility for property services budgets, ensuring financial sustainability and delivering efficiencies where/when required.
- Deliver services in line with organisational business plans, VfM strategies and financial performance targets.
- Identify and manage financial risks, balancing cost control with quality outcomes.
- Be proactive in identifying, sourcing and applying for additional external funding streams that enhance investment from Loreburn.

### **Governance, Policy & Reporting**

- Provide high quality reports and advice to the Executive Team and Management Committee on performance, risk, policy development, improvement, legislative changes and strategic opportunities.
- Lead the development and review of policies and procedures, ensuring they meet all legal and regulatory requirements and support excellence in practice.
- Ensure risks are effectively identified, managed and mitigated.
- Responsible for keeping fully apprised of changes in Association policy, legislation, relevant guidance and models of good practice.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required will be appropriate to the role and salary grade.

## Person Specification

Category	Requirement	Essential or Desirable
<b>Qualifications</b>	Educated to degree level (or equivalent) with a professional qualification e.g. Diploma in Asset Management with membership of the appropriate institute.	E
	ILM Certificate in Leadership (or equivalent) An ILM Level 3 qualification is generally comparable to SCQF Level 7 and 8.	E
	Health and Safety level 3: IOSH or NEBOSH general or construction certificate.	E
	Knowledge and competence with Microsoft Office including Word, Teams, Excel, MS Surveys, PowerPoint and Outlook. Other packages desirable.	E
	Experience of managing change programmes or leading teams through a period of change whilst delivering results.	E
	Substantial people management experience with a proven track record of delivering results and shaping a positive working environment.	E
	Experience of managing and handling financial information and budgets.	E
<b>Knowledge &amp; Experience</b>	Experience working with tenants and taking them on an improvement journey.	E
	Experience of working with external partners/agents and consultants & forging effective relationships.	E
	Experience of investment appraisals and making sound recommendations for investment or disposal.	E
	Experience of programming and delivery of whole house retrofit programmes.	D
	Experience of gathering and utilising stock condition information to deliver large scale housing stock major component investment programmes.	E
	Proven ability to deliver works/goods/services in an innovative way that creates additional value for money.	E

	An understanding of IoT, BIM Modelling and Digital Twins and the benefits these can bring to the organisation.	E
<b>Abilities, skills and attitude</b>	Strong communication and interpersonal skills.	E
	Strong organisational project management skills/ability to prioritise and deliver goals. The ability to respond positively during periods of intense pressure, & in meeting multiple tight deadlines.	E
	A proven track record of procuring works contracts and contractor performance.	E
	Demonstrates professional integrity, personal accountability and sound judgement, taking ownership for strategic and operational decisions.	E
	A proven track record of managing maintenance contracts and contractor performance.	E
	A good working knowledge of CDM regulations.	E
	A good understanding of the regulatory and legislative requirements for social housing.	E
	A collaborative mindset and ability to work effectively with others.	E
	Understanding of the PAS2035 retrofit process.	E
	Collating and analysing performance information fosters a performance culture that uses this information to enact change.	E
	Demonstrable commitment to Loreburn's GREAT values.	E
<b>General</b>	Adequate internet connectivity from home and a suitable space to work from that can be productive, private, and comfortable.	E
	Ability to participate in an out of hours rota and a willingness to work flexibly, including occasional evening/weekend working.	E
	Possession of a full, valid UK driving licence with access to a vehicle with insurance cover for business travel.	E

A basic disclosure will be required for this role.

## Summary of Key Terms & Conditions

- **Salary:** £ with annual progression
- **Hours:** 35 hours each week – working Monday to Friday
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 13 % (5% employee contribution and 8% employer contributions) with additional option for salary sacrifice. plus life cover of 3 x salary
- **Probationary period:** 4 months/2 months (external/internal appointments)
- **Access to broadband:** and an adequate space to work from is required of this post

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions, we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

### Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Paid volunteering days
- Learning and development culture
- Long Service rewards
- Paid professional fees
- Wellbeing Time – alternative to a 34-hour week. Staff have 49 hours (prorata) throughout the year

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

## Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -

<b>G</b>	<b>R</b>	<b>E</b>	<b>A</b>	<b>T</b>
<b>Growth Mindset</b>	<b>Respect</b>	<b>Exceptional Tenant Experience</b>	<b>Accountable</b>	<b>Together</b>
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.

